

Issue 197

9 December 1995

CBW

Coach and Bus Week

The PSV industry's news weekly

SCOTTISH SALES PITCH

**SB Holdings spends £21m
with Volvo/
Alexander**



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We search for a hint of policy
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Brents fleet in link-up with TTI
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Skyliner

Mercedes 381 BHP engine
Allison auto gearbox
with integral retarder
Height 4 metre
77 reclining plus courier
Air conditioning
double glazed
plus full touring specification

Cityliner

MAN 370 BHP or
Mercedes 370 BHP engine
8 speed gearbox
Height 3.8 metre
50 recliners plus twin courier
Air conditioning
double glazed
plus full touring specification

Transliner

Cummins C series 290 BHP
engine 6 speed ZF gearbox
Height 3.6 metre
48-50 recliners
plus courier
Air conditioning (option)
double glazed
plus full touring specification

Jetliner

Mercedes 290 BHP engine
6 speed ZF gearbox
height 3.4 metres
35 recliners
plus courier
Air conditioning
plus full touring
specification

NEW EX STOCK OR EARLY DELIVERY FROM THE UNEQUALLED NEOPLAN RANGE

Selected used stock.

NEOPLAN CITYLINER

1992 (J) Mercedes V8 Twin Turbo, 8 speed ZF gearbox, 48 reclining seats, double courier seat seat-back tables and nets, Sutrak air conditioning, double glazing kitchen with large tanks, microwave coffee percolator, toilet. Cruise control alarm, safe, seatbelts.

MAN JONCKHERE DEAUVILLE

1989 (F) 6 speed ZF gearbox, 49 reclining seats, Sutrak air conditioning, double glazing, o/s/r floor mounted toilet, curtains, radio/PA/cassette, painted white MOT 24.01.96.

VAN HOOL T815 INTEGRAL

1991 (H) Cummins L10 290 BHP engine ZF HP 590 auto gearbox with integral retarder, Sutrak air conditioning, double glazing, variable top speed limiter, road speed governor, kneel facility, ferry lift, Webasto heating, brown moquette, reclining seats, 49 reclining seats, 2 x courier seat, plug door, 2 x roof vents, 3 x side air vents, double glazed, side blinds rear curtains, radiomobile radio/PA system MOT's January 1996 choice of 2.

BEDFORD YMP PLAXTON PARAMOUNT

1987 (D) 35 seats plus 2 tables, power door, side lockers, radio PA/cassette exterior white/blue interior grey MOT 2.6.96.

VOLVO B10M PLAXTON 4000 RS

1989 (F) 65 reclining seats plus twin courier TV/Video stereo, toilet double glazing sun blinds, curtains carpets, drinks, fridge drivers bunk, crew seat MOT 25.02.96.

VOLVO B10MKIII VAN HOOL ALIZEE

1990 (G) ZF 6 speed S690 manual gearbox, Telma Retarder, autolube ferry lift, road speed governor variable top speed limiter, exhaust brake, Webasto heating, plug front entrance door, centre continental door, half rear emergency door, centre toilet / servery, crew compartment, 3 roof vents, forced air ventilation, Ishringhausen drivers seat, courier seat, 49 reclining seats, brown moquette, double glazed side blinds, rear curtains, radiomobile radio/PA system. MOT's 1 x Feb 96, 1 x Oct 96. Choice of 2.

SCANIA ELITE K113 PLAXTON PARAMOUNT 3500

1992 (J) 7 speed manual GR801 comfort gearbox, ABS, road speed governor, variable top speed limiter, exhaust brake, kneel facility, ferry lift, autolube, electric retarder, Webasto heating, inswinging entrance door, central continental door, centre toilet, half rear emergency door, 3 roof vents, forced air ventilation, aircraft lockers, crew compartment, grey moquette, 49 reclining seats, centre gangway carpet, double glazed rear curtains, side blinds, aluminium where Blaupunkt radio/PA system new MOT.

SCANIA K112 PLAXTON 4000

1985 (C) 72 reclining seats, 2 x courier seat toilet repainted white new MOT.

CBW

Coach and Bus Week
The PSV industry's news weekly

CHANCELLOR Kenneth Clarke's Budget was presented as 'neutral' by the Government. But its effects on coach and bus operators are negative, with most industry experts saying it is a missed opportunity. In short, Mr Clarke has missed the bus (and coach).

Next year's transport budget will be cut by nearly 10 per cent to £4.2 billion. The 3.5p-per-litre increase in fuel duty (more than 11 per cent on diesel) punishes the industry because fuel duty rebate remains frozen for the third successive year.

With around £50 million added to the industry's operating costs, this will have to be passed on to passengers with inevitable consequences for the cost of living. T&G general secretary Bill Morris predicts "higher fares and further attacks on bus workers' pay and conditions."

Even the overdue cut in FDR on gas as a fuel received a cautious welcome. While CNG and LPG initiatives get a boost, what about other alternative fuels?

But there could just be a hint of an emerging transport policy. True, there are no measures such as allowing tax relief on season tickets and imposing tax, as a benefit in kind, on workplace car parking. But there is a major switch away from road building as a panacea for improved mobility. However, coach operators will have mixed feelings about the 77 schemes scrapped.

Oh, we nearly forgot.

Private vehicles over 25 years old are free from vehicle excise duty. Three cheers. Those with heritage vehicles can enjoy the freedom this presents. However, they should not get carried away. Thoughts of massive savings through the London Routemaster fleet being exempt can be quickly dispelled. And if you're planning to run that OB on tours, forget it. This concession does not apply to PSVs.

But for those who enjoy a glass of whisky...

OVER the past few years Emap Response has grown and developed its business in such a way that it now focuses very clearly on the automotive sector, be it the PSV market or cars. We have also expanded into Europe where, again, we intend to retain the same focus we have within our UK business. To recognise this focus and particularly to ensure that our customers are clear of what we are about, our name has changed to Emap Automotive.

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events

12 December: The Future for Light Rapid Transit Systems, one-day conference by the CIT and The Waterfront Conference Company. Details from Claire Dexter, tel 0171 730 0410, fax 0171 730 0460

14 December: Buses Worldwide, South Africa in 1977, Fred Tallent Hall, Euston, NW1. Details from Ian Johnston, 3 Cypress Drive, Fleet, Hants GU13 9HE

12-21 January, 1996: Fourteenth Geneva International Commercial Vehicle show, Palexpo, Geneva, Switzerland. Details from International Commercial Vehicle Show Secretariat, PO Box 112, 1218 Grand-Saconnex (Switzerland), tel +41 22 761 11 11, fax +41 22 798 01 00

20 March 1996: CIT's Frederick Speight Memorial Lecture by Moir Lockhead, chief executive of FirstBus, Moving People into the New Millennium. Details from Jeff English on 01603 457348

27&28 March: British Travel Trade Fair, NEC, Birmingham. Details from Reed Exhibitions on 0181 910 7896

15-18 April 1996: Policies Not Politics, CPT Scottish Conference, Turnbury, Ayreshire. Contact Peter Thompson on 0141 6394984

15-17 May: Institute of Road Transport Engineers, IRTE 1996, Telford Exhibition Centre, Telford. Contact IRTE on 0171 630 1111, fax 0171 630 6677

▼ Coach and Bus

Budget not neutral says director general of CPT

Operators have been hit harder than car users - Veronica Palmer

VERONICA Palmer, director general, Confederation of Passenger Transport UK, says the 1995 Budget is far from neutral as claimed by Chancellor Kenneth Clark. Coach and bus operators have been hit harder than car users, she said, with the extra rate of fuel duty on diesel adding £50 million a year to operators' costs.

The view of the industry is that the Budget discriminates against public transport having missed the opportunity to support and stimulate it as a method of reducing traffic congestion and bringing down environmental pollution.

John Slatcher, treasurer of The Coach Association, said: "The budget was very much as we'd expected. We regret the continuing increases in fuel duty. It does little to encourage more people to use the coach, which could solve so many environmental problems by stripping our cities of congestion and carrying people to their destinations more comfortably, convey-



Clarke: claimed the 1995 Budget was neutral

by Mike Morgan

niently, cost-effectively and, above all, safely."

Although fuel duty on compressed natural gas and liquid petroleum gas is cut by 15 per cent, it is a move which fails to recognise the industry's development of alternatives to diesel. A CPT spokesman said: "To be really worthwhile, the same benefit should have been applied across the board to all alternative fuels."

Jonathan Baggott, retail operations manager for Eastern Natural Gas, the company which opened East Anglia's first natural gas filling station

this year, said: "Although this reduction is a move in the right direction, it is unlikely to create a stampede of change."

According to Mr Baggott, conversion costs for a single-decker bus currently run at £20,000 and the new tax gives a saving of 3.4p per litre, reducing the payback period from five to four years (depending on mileage).

The new UK fuel duty rate is 360 per cent above the EU recommended minimum rate of fuel duty. Lord Brabazon of Tara, president of the Natural Gas Vehicle Association (NGVA), said: "We welcome this as a

step in the right direction and welcome in particular, the fact that consideration is being given to the possibility of structuring vehicle excise duty to favour vehicles with lower emissions, and we hope that proposals will come forward quickly."

Liquefied petroleum gas (LPG) supplier Calor was bullish about the change. Marketing manager, David Lawton, said: "This Budget announcement is the first real incentive for change we have had in the commercial vehicle market and we will certainly be doing everything we can to make sure that commercial fleet operators and vehicle manufacturers make the most of what LPG power has to offer."

● Questions asked in Parliament in the wake of the Budget revealed the extent of the Treasury's gain from fuel duty changes since 1993.

"The freeze in fuel duty rebate has raised £90 million of revenue. Fuel duty increases will have raised around £4 billion."

▼ Coach and Bus

Commons to look at safety

ENFORCEMENT of coach and bus safety rules comes under the microscope at a House of Commons Transport Committee inquiry early next year. The committee is to consider: the adequacy of present regulations; their abuse; efficiency and effectiveness of enforcement; how violations affect competition; and the effect on road casualties.



Visit Prevost with us

▼ Coach

Don't miss Canadian tour

COACH and Bus Week has organised a Canadian Coach Study Tour which takes in the Volvo/Plaxton jointly-owned coachbuilder Prevost.

The five-day visit goes to Quebec, Montreal, Toronto and Niagara Falls but, for the all-important working element, will be looking at Toronto Transit Commission's gas-powered citybus operation and the

coach factory. The itinerary is now finalised, and the event will include a VIP dinner hosted by the trip's sponsors, Volvo and Plaxton, sightseeing aboard a Montreal coach company's vehicle and the chance to see the way business is conducted in Canada.

Even the rail enthusiasts have been catered for, with a train journey to Montreal from Toronto,

and on to Quebec. All flights and accommodation are included. Throughout the trip, your hosts will be Paul Tappin from Tappins Coaches and Mark Barton from Coach and Bus Week.

Paul is now taking bookings. Interested operators and partners can fax Paul on 01235 816464, or phone on 01235 819393.

● Full details in future issues.



▼ Coach and Bus

Winning readers

FIVE superb Corgi Classics model buses selected from the range will be surprise Christmas presents for readers.

The monthly draw from our subscription renewals picked out operators from Lancashire to Southampton, whose randomly-selected die-cast model will be dropping through the post any day now. The winners for November are:

- Patrick Steel, Home James Coach Travel, Totton, Southampton
- Anthony Broome, Britannia Travel, Otley, West Yorkshire
- Jim Baxter, London Pullman Tours, Ascot, Surrey
- Harold Burke, Pontins Ltd, Ecclestone, Lancs
- Nick Tetley, York Bros, Northampton.

Many thanks to all readers who renewed their subscriptions.

▼ Coach

Speed limit loophole

Older vehicles have advantage

A LEGISLATIVE loophole will give operators of pre-1988 coaches a 5mph speed advantage in the New Year.

All vehicles built after 1988 must have their speed limiters set to 65 mph, but not only are older coaches exempt from re-setting limiters below the current 70 mph, drivers can legally push them to the full motorway speed limit.

The Coach Association's contacts in Brussels and in the Department of Transport have confirmed the bungle, and now some operators believe the speed advantage could be used commercially against their newer, safer coaches.

"I can give you an example," said Kings Ferry and Peter O'Neill. "We provide vehicles for a fair number of Asian weddings in the West Midlands. The journey is a crucial distance from Kent, and difficult to fit into a single driver's hours.



Pre-1988 coaches can travel at 70mph after new 65mph legislation

by Mark Williams

"I had to quote with two drivers the other day, and a nearby operator who has a 1981 Leopard got the job. He can get there before our 1995 Scania and be cheaper, within the law."

Mr O'Neill said his other worry is that the varied rules for speed limiters - including the exemption for small coaches - will confuse the public and the press when

the New Year comes.

"I can just imagine newspaper reporters chasing various vehicles up the motorway, and reporting speeding coaches, with all the trouble that will bring the industry."

The Confederation of Passenger Transport said it has tackled the issue of speed limits and speed limiters two years ago, and was given an assurance by the Government that the loophole would be closed.

"It's certainly an anomaly, and the Government has been made aware of it," said a CPT spokesman.

A Department of Transport spokesman said the practical difference in speed was negligible.

"There was research done leading up to this measure. For instance, we calculated that, on a trip from London to Leeds, a coach equipped to travel at up to 70 mph would gain a few minutes."

▼ Coach and Bus

Profits up by 43 per cent

STAGECOACH, Britain's largest bus group, reports pre-tax profits are up 43 per cent to £20.7 million in the 24 weeks up to 14 October - the first period to reflect the London acquisitions, Selkent and East London.

Turnover has increased by 50 per cent to £189.7 million as the group records one per cent growth in passenger numbers across its UK business.

Chairman, Brian Souter, said all established businesses increased revenues and profits except Stagecoach South, which was adversely affected by the hot

Summer, delays in delivery of new vehicles and increased staff turnover.

Around £300,000 costs were incurred in expanding the Stagecoach Express inter-urban services, but Mr Souter says its initial performance is "encouraging".

Disposal profits include £600,000 on property and £400,000 on the sale of Stagecoach Manchester to EYMS.

Operating cashflows were £36.6 million and capital expenditure was £42.6 million. Over 1,100 new buses will be delivered over the next 18 months.

CBW



Expanding: inter-urban express network is 'encouraging' - Souter

In brief

B10Ls for WMT

WEST Midlands Travel has changed its £30 million order placed with Volvo and Wrights earlier this year to include 100 B10L low-floor buses. At the official hand over of the first five of 50 Wrights-bodied B10Bs, WMT engineering director, Andrew Woolner, said 15 B10Bs would be delivered by the end of the year and a further 35 by the end of August 1996: "The rest will be B10Ls."

Buslines wins

Q DRIVE bus operating subsidiary, London Buslines, has won its first central London route in the latest round of London Transport Buses tendering. Next Summer the company takes over the C10 from Victoria to Elephant & Castle - a route currently operated by London General. It is one of three new contracts for Buslines which will add 17 new buses to its 50-vehicle fleet.

Green Mobil

OIL company Mobil has produced its own answer to Greenergy's CityDiesel, clean-burn fuel. Mobil CleanerBurn Diesel Plus is reckoned to cut black smoke by 80 per cent, particulates by 30 per cent, while giving an extra three per cent more engine power and economy. A low-sulphur version will also be available on Mobil forecourts.

LTM's diamond

LONDON Transport Museum has its first Diamond Corporate Member. By virtue of contributing an impressive £10,000 to the charity, GEC Alsthom Metro-Cammell has become the first member in the category since its launch in LT's Diamond Jubilee, in 1993.

IRTE support

THE Institute of Road Transport Engineers has lent its support to the development of the Motor Apprenticeship Scheme. Partnered by the Retail Motor Industry, IRTE is giving away membership, free career consultation and a text book, among other benefits, for just £8 subscription.

▼ Bus

CNG Optare MetroRider...

'As orders of gas engine increase, costs will reduce'

by Mark Williams

CUMMINS' B-series Compressed Natural Gas engine has been followed by a CNG production model of Optare's MetroRider.

The Cummins engine was the catalyst for Optare to offer its popular midibus as a production model, and the first orders for CNG power from Cambus (CBW, 2 December) are likely to be followed by a great deal more, not least because of the 15 per cent Budget cut in FDR and the engine is also used in the Dart as ordered by Southampton Citybus.

British Gas's offer to install CNG filling stations free for anyone trialling the fuel on a significant fleet, coupled with council grants to help reduce urban pollution and reductions in duty for CNG, are inexorably placing it at the forefront of the alternative fuel market.

But the financial incentives are needed.

Optare confirmed that there's a 25 per cent on-cost premium for the CNG MetroRider, pushing its price up to around £80,000.

"It is a significant on-cost," said Chris Wise of Optare. "But that is bound

to be reduced as orders for the engine increase... that's the significant factor on the vehicle."

One potential hidden cost is that of the filling time for CNG-fuelled buses. Two systems exist and Southampton Citybus is having a combination of both. The slow-fill system,

though comparatively simple to use, takes all night to recharge the tanks. The fast-fill system takes 10 to 15 minutes.

When full, the range of a CNG bus is liable to be less than that of its diesel counterpart. Estimates suggest 200 to 250 miles against 350 to 400 miles.



B-series CNG engine can be fitted on the Optare production line

...as Cummins continues to develop

THE CNG-powered B-series engine is only the first stage in Cummin's development of CNG.

The Darlington-based manufacturer's marketing support manager, Peter Griffin, says research is moving towards a fully CNG-engineered engine... but the lessons learned in developing the B-series provides a fascinating insight into CNG engine technology.

- CNG operates at lower compression ratios than Derv.
- CNG engines have spark ignition, currently using standard, automotive plugs.

● CNG exhaust is much hotter than that for diesel.

● The hotter exhaust gases have demanded a change to liquid-cooled turbochargers, and valve seat inserts.

● The engine, of course, needs no separate liquid fuel pump system.

● The high-powered waste-gate turbos used allow CNG engines to run at very lean fuel-air ratios. Chemically, CNG burns at one part in 18, fuel-air mixture. But running with ratios as low at one in 26, emissions are significantly less and exhaust gas temperature lowered.

▼ Coach and Bus

Next Kortrijk show is 1997 and not next year

OUR European vehicle correspondent, Bill Godwin, has asked us to point out two factual errors which inadvertently crept into his Neoplan feature (CBW, 2 December).

The next Kortrijk show is in 1997, not 1996 as our own reporter stated. The

dates given for the new bus-only Bus 101 show were, however, correct - 7 and 8 November, 1996.

We understand that Foden trucks is not owned by Cat, but by Paca Engineering. We apologise for any embarrassment this error may have caused Mr Godwin.

▼ Coach

White Eagle Lines story

AN article in CBW, 25 November, headed 'Polish Crash op — two-year ban', referred in the last paragraph to a second crash in Poland involving a coach chartered by White Eagle Lines from Limebourne Travel, in which a number of passengers were injured. We now appreciate that this reference was without foundation and that neither company was involved in any such accident. We apologise for the error.

We have also been asked to point out that White Eagle Lines did not receive its O-licence until 18 October 1994.

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▼ Bus

SB Holdings in £21 million buses order

Group more than trebles earnings

SB HOLDINGS, incorporating Strathclyde Transport, GCT and Kelvin Central Buses, has ordered £21 million-worth of new buses and hailed itself as "one of the best performing bus operators in the UK," after more than trebling its earnings in the financial year to 31 March 1995.

Many of the new buses are for the Kelvin fleet, which joined the group late last year. It has already received 60 single-deck vehicles. However, the latest order calls for 150 double deckers built in Scotland by Volvo and Walter Alexander.

The first batch was officially handed over at Hampden Park last week

By Mike Morgan

when Alexander (Falkirk) managing director, Bill Cameron, said: "SB Holdings is a demanding customer with a clear requirement for vehicles incorporating advanced features, both for passenger comfort (particularly in the case of less agile passengers) and the environment."

Peter Shaw, executive chairman of SB Holdings, said: "This major investment is proof of our determination to provide the people of the Strathclyde area with modern, efficient, public transport."

"The technology to provide 'green' buses exists now and SB Hold-



Sales pitch: SB Holdings' Peter Shaw (centre) with Alexander and Bill Cameron (left) and Volvo Bus sales director Bill Russell

ings will continue to lead the way in introducing advanced and demanding specifications that benefit passengers and citizens alike." Mr Shaw says the current financial year has started "most encouragingly", noting that the full benefits of the Kelvin merger are beginning to emerge.

He said: "Low fares, high investment levels

and a quality service are vital but will not generate substantial bus travel without improved traffic management and bus priorities."

Levels of progress in these areas have been "disappointing" according to Mr Shaw, "particularly in Glasgow where no significant bus priorities have been introduced in the past 10 years."

Last year pre-tax profit on the group's ordinary activities jumped from £2.119 million to £6.523 million while turnover increased by 24 per cent to £72.1 million.

Meanwhile, Mr Shaw says new strategies are being evaluated in the wake of the Department of Trade and Industry's order to Stagecoach to sell its 20 per cent stake.

▼ Bus

Now Scottish ops bid to get police on buses

MOVES to encourage police on to the buses have spread into central Scotland, where seven local coach and bus firms are to sign a deal which will enable uniformed officers to travel free.

Last month Northamptonshire Police and local operators, United Counties and Northampton Transport, joined forces to help the police save money while improving the safety of passengers (CBW, 11 November).

There are similar schemes in Strathclyde and Tayside and now Central Scotland Police

(CSP) has embarked on a venture to create closer links with communities in Stirling, Falkirk and Alloa.

It will enable officers to move around their beat with greater ease, said a CSP spokesman.

Operators have welcomed the added sense of security it will provide to passengers and drivers alike. They include: Midland Bluebird, Goosecroft Coaches, Mackies Coaches, Ian Mitchell, Wood's Mini Coach Hire, W Bryant Coach Hire and G Ferguson.

▼ Bus

Tender success means new vehicles for MTL

MTL London's first new vehicles follow success in winning London Transport Buses route 95 from Shepherds Bush to Southall.

The order is the first for MAN's new 11.220 bus chassis with Marshall Midi body.

The investment of some £850,000 is for 12 buses featuring 220 bhp Euro 2 engines. It adds to five Optare Vecta-bodied MAN 11.190s supplied to R&I Tours just prior to its acquisition by MTL Trust Holdings Ltd.

Dominic Brady, managing director of MTL London, said: "This is MTL London's first investment in new vehicles since the group moved into the capital and it illustrates our

on-going intention to provide the best quality service to our passengers.

"The MAN chassis won the order against very stiff competition, but we were equally impressed with the after-sales support on offer from MAN, especially after having spoken to R&I and other highly-satisfied operators of the 11.190 chassis."

MAN's 11.220 is the higher-powered Euro 2 version of the 11.190 but with engine output increased as part of the package to reduce emissions levels to ECE R49 level and exhaust gas opacity to ECE R24.

The Marshall Midi body is its C37, the latest development of the Carlyle-derived design used on Dennis Dart and Volvo B6.

CBW

▼ ADVERTISEMENT

▼ Coach

Expressliner boost for Speedlink

SPEEDLINK Airport Services has ordered a further six Plaxton Expressliners. They will be supplied by Kirkby Coach & Bus and are to be used to upgrade one of the company's trunk routes in south-east England which Speedlink operates on behalf of National Express.

"We have had good service from a batch of Plaxton-bodied Volvos delivered at the start of this year," said Nigel Gray, managing director of Gatwick-based Speedlink, "and decided that the same combination was ideal for this particular operation."

The company operates 60 coaches on a network of frequent routes which serve London's four main airports at Heathrow, Gatwick, Luton and Stansted. "It's an intensive operation," said Mr Gray, "with most of our mileage being on Britain's busiest stretches of motorway."

Further Expressliners have also been ordered by South Wales Transport, part of the FirstBus organisation. These will be on Dennis Javelin GX chassis. SWT is taking four.

Plaxton runs a limited stock build programme for the Expressliners, to ensure ready availability of coaches for National Express contractors.

This means that a small number are always available for delivery from stock. National Express runs the busiest express coach operation in Europe and the Expressliner was developed to high standards of comfort for the company's customers throughout the country.

▼ Coach

WA goes all Plaxton

Commitment to provide best for its clients

THE biggest single order to be placed for new touring coaches for 1996 has come from leading coach holiday operator, Wallace Arnold. As part of its continuing programme of investment the company has placed an order with Plaxton for 51 Premiere 350s. All will be on Volvo B10M chassis.

"Our continuing investment in high-quality coaches demonstrates our total commitment to provide only the very best for our clients, and deliver to them the quality product

they expect from the country's leading coach holiday operator," said Ken Meddes, the company's managing director. "This order for 1996 demonstrates our confidence and satisfaction with the quality of the Plaxton product."

For 1996 Wallace Arnold is introducing an exclusive new Holdsworth moquette featuring a maroon and gold pattern and designed to further reinforce the quality image associated with the company's operations. Most of the new Premieres will be

used for UK holiday tours but 15 will be air-conditioned for operation on tours to mainland Europe. All are being supplied by Kirkby Coach & Bus.

This latest Wallace Arnold order follows the delivery of the company's 1995 requirement for new coaches, which totalled 35 Plaxton-bodied Volvos.

Wallace Arnold operates a fleet of almost 200 vehicles on a wide-ranging programme covering the British Isles and all of the key holiday destinations in Europe.



Latest order follows earlier deliveries of Plaxton-bodied Volvos

▼ Coach

Seven more for Skills

FOLLOWING positive customer reaction to the company's new coaches and new livery in 1995, leading East Midlands coach operator Skills of Nottingham has placed a repeat with Plaxton for 1996.

The new order is for seven Premieres. Six will be on Volvo B10Ms, the seventh will be one of the first Premieres on the DAF SB3000WS underframe, an addition to the Plaxton range for the 1996 season.

They follow seven

Premieres delivered earlier this year which were ordered after Skills had evaluated one in 1994. The 1995 coaches introduced a distinctive new look for Skills, designed by the London-based Best Impressions consultancy.

"The new livery and the new Plaxton bodies combined to create an incredibly favourable response from our customers," said Nigel Skill, the company's managing director. "They have attracted more attention -

and more requests from private hire customers - than any other coaches I can remember."

Although most of the 40 coaches operated by Skills are Volvos, Mr Skill is always interested in evaluating other types. "We're very happy with our B10Ms," he said, "but thought it worth trying the DAF to assess its fuel consumption and overall running costs."

The seven new coaches are scheduled for delivery early in 1996.

▼ Bus

A Pointer low-floor century

SALES of Plaxton's low-floor Pointer have already crossed the 100 mark, with orders coming in from operators in Britain and in Hong Kong.

One of the first home-market deliveries, in the Spring of 1996, will be to Brighton Transport, which is taking 15 on Dennis Dart SLF chassis. "This new model will enable us to carry elderly and disabled people much more easily," said Richard Clark, managing director of Brighton Transport which, like many south coast operators, serves an area with a high proportion of elderly residents and visitors. "I have no doubt that our existing Pointers in our fleet are popular with our passengers and our staff."

"We are introducing these buses ahead of likely legislation on accessibility. Our feeling is that we should make the benefits available to our passengers now, rather than wait for the impetus of new legislation."

The low-floor Pointer was launched at Coach & Bus 95 in October and not only offers improved passenger access but also has a wider body to give increased comfort.

"The low-floor Pointer builds on the success of the existing model, which has been the best-selling bus in Plaxton's history," said David Quinton, Plaxton's sales and marketing director.

"We have listened to what operators have had to say and developed the Pointer to meet their requirements for improved accessibility."

Further orders for low-floor Pointers are currently being negotiated. "I am confident that, within the next few weeks, we will have in excess of 200 low-floor Pointer orders confirmed for 1996," said Mr Quinton.

Plaxton Coach & Bus, Eastfield, Scarborough, YO11 3BY. Tel: 01723 581500. Fax: 01723 581328

▼ Light rail

Mini-tram firm seeks bus body

Talks with Wright's ongoing

LIGHT rail specialist JM Parry Associates of Cradley Heath is negotiating with leading Northern Irish bodybuilder Robert Wright & Son over the supply of a modern bus body for its innovative mini-tram.

Run by chairman John, and son and technical director, Mark, Parrys has spent six years developing a radical, ultra-light rail system, which it claims is significantly cheaper and more energy efficient than conventional LRT systems.

By Mark Barton

"It's one third of the size of a supertram for one tenth of the cost," said John Parry.

Parrys People Mover mini-trams are the key to the system. Weighing three tons and with a top speed of around 35 km/h, they are powered by a 500kg flywheel. The flywheel is 'charged up' by an electric motor, which collects power through a hot shoe at the tram stops.

The low-voltage



Heritage styling is one option but Wrights body would be modern

electrical supply is fed to the power rail by an underground cable — no overhead wires and no danger of anyone getting an electric shock.

Parrys has developed three body styles for its mini-trams — a street car with heritage Edwardian styling; a more mod-

ern, sloping front people mover, and a rail minibus for export markets.

Talks with Wrights centre on the standard TX minibus body to be supplied to Parrys for mounting on the tram equivalent of a chassis cowl. The result would be a fully flat floor, 20-seat

mini-tram with Alusuisse-built bodywork and an overall length of six metres.

A Wright's spokesman confirmed talks had taken place in England and Northern Ireland, but said no supply deal had yet been signed.

● Full feature next issue.

▼ Coach

Blackpool responds to protest

BLACKPOOL tourism has responded to protests at the scale of coach vandalism in the town — particularly during the illuminations (CBW, 4 November).

Local officials have given assurances to Confederation of Passenger Transport representatives at a meeting described as "very positive" by coach tourism adviser, Allan Edmondson.

It is anticipated that a full package of measures will be presented to the trade early next year and Mr Edmondson is confident that the incidence of coach crime can be cut.

He said: "There appears to be no doubt that the authorities in Blackpool recognise the problem and the group, which consisted of representatives from the tourism department, operational



Blackpool: vandalism endemic

services department and Lancashire Constabulary, tabled a series of proposals aimed at major improvements in security."

It is understood that closed-circuit television covering the town's central coach parks is among the suggestions under consideration.

● Tour News - pages 14&15

▼ Coach and Bus

Remanufacturer doubles profits

ACTIONFORM Ltd, the Wolverhampton-based engine remanufacturer, has claimed a virtual doubling of profit in the financial year ending June 1995.

The company was formed seven years ago by managing director Peter Tonks and specialises in remanufacturing Leyland National engines, although it can supply and repair all other makes as well as providing technical advice and parts.

When asked to explain his success, Mr Tonks said: "Since forming the company, we have always provided thoroughly tested and reliable engines with an extremely responsive after-sales service to reduce any downtime for our customers."

"Travelling long distances is no problem to us. Put all these facts together and we receive repeat business and referrals time

and time again."

Actionform employs 15 staff including Mrs xxxxx Tonks and their son, zzzxxx, who is the workshop manager.

Mr Tonks also believes in keeping the traditions of the industry going and has employed two trainees.

The first trainee to join the company has been working at the company four and a half years and is now passing on his skills to the new recruits.

Engines in stock include Leyland National 2 680s warranted between 12 and 18 months with prices ranging between £2,950 and £3,350, and all are available for immediate delivery.

Mr Tonks is happy to help with any technical problems and even provides cost of repair on customers' own units.

CBW

▼ Maintenance

Deadline given to Claribel

Operator told to put entire fleet through fresh MoT tests or face O-licence suspension



CLARIBEL Coaches was given until last Monday to put its entire fleet through fresh MoT tests or face having its O-licence suspended.

The company, of 10 Fortnum Close, Tile Cross, Birmingham, appeared at a Birmingham disciplinary inquiry before West Midlands deputy traffic commissioner Roger Seymour, who was also considering an application by the company to increase its O-licence authorisation from 14 single deckers and six minibuses to 21 single deckers and four minibuses.

Mr Seymour said the company had appeared at a

By Michael Jewell

number of previous public inquiries over maintenance-related matters.

There was a schedule of prohibitions and defect notices which was far from satisfactory. In October the vehicle examiner had discussed shortcomings in the driver defect reporting system with the company.

For the company, Michael Carless said there had been a satisfactory report from the vehicle examiner in February. Problems had arisen between preventative maintenance inspections.

The deputy commissioner said the inspections were carried out every four

weeks. He had some difficulty in accepting some of the defects listed arose within a four-week period.

Defects found included loose and missing wheelnuts, a cracked wheel, excessive exhaust emissions, and cross members securing the rear luggage area floor being so insecure that detachment was imminent.

He was aware of the general problem over wheelnuts. However, one was missing and the vehicle examiner had said it appeared to have been missing for some time.

Andrew Watkiss, the son of directors David and Margaret Watkiss, and in charge of maintenance,

said the wheelnuts said to be loose could hardly be moved. He maintained the company had a driver's daily nil reporting system in operation.

Asked how he accounted for a missing wheelnut, windscreen washers and speedometers not working, and a windscreen wiper about to fall off, Mr Watkiss said they could not rely upon drivers to report defects fully.

They were not walking around the buses as they should. Consequently, the company's mechanics now checked over the buses each night.

Mr Seymour said that was not good enough. If drivers failed to carry out

daily checks properly, they should be disciplined, ultimately leading to dismissal. It made a nonsense of having a driver defect reporting system.

David Watkiss said they had written to their drivers about 12 months ago, pointing out their responsibilities but Mr Seymour said the company's O-licence depended upon him having effective control over the company's staff.

Mr Seymour said he would also ask for a full maintenance investigation to be completed in about four months. He did not think it appropriate to increase the authorisation at present.

CEW

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▼ Maintenance

Operator given severe warning hears of smoke coming up the

Vehicles taking blind and disabled on holiday broke down on the outward



SMOKE coming through a coach's fanlights and up the side of the seats led to operator Geoffrey Scragg getting a severe warning at a Birmingham disciplinary inquiry before West Midland deputy traffic commissioner Roger Seymour.

The deputy commissioner said that Mr Scragg, of Bucknall Garage, Pennell Street, Bucknall, Stoke on Trent, Staffs, who trades as Scraggs Coaches, had held an O-licence since 1981 with hitherto a good maintenance history. However, there had been a recent unsatisfactory report and a number of complaints from the public about the roadworthiness of the vehicles being used.

Jill Snape said that, in July, she had gone on a coach holiday with a group of blind and disabled people, her mother being one, on one of Mr Scragg's coaches. They had a very bad journey from Fenton to Tenby.

After the lunchtime stop, a bit of smoke came out of the back of the coach. It got worse and the smoke started coming through the fanlights. The coach got hot-

ter and hotter. Smoke actually came up the side of the seats.

People were hot and frightened. Other vehicles were flashing their lights at the driver. They stopped and everyone had to get out on to the grass verge as the coach cooled. They struggled on. About 15 miles from Tenby the police were called and another coach was chartered from Tenby to take them to the hotel.

Smoke actually came up the side of the seats. People were hot and frightened

On the return journey in August they again had problems, said Mrs Snape. They got to the Frankley Service Area and an ambulance and a breakdown service were called out to them. It was quite late by that stage. They had been on the coach a long time. The emergency exit was blocked by excess baggage. The driver attempted to clear a passageway before they set off, but he only partially succeeded.

by Michael Jewell

Questioned by James Backhouse, for Mr Scragg, Mrs Snape agreed the weather on both occasions had been extremely hot.

George Littleton, driver/mechanic and the driver on the trip concerned, said he had checked over the vehicle before setting off for Tenby and had found no problems whatsoever.

They had done about 160 miles when the vehicle started smoking. The heat was caused by the weather. He stopped the coach and checked it over but was unable to discover the root of the problem.

He had to make a decision as there were three diabetics on the coach who needed insulin by tea time. All the phones were out on the M4. He knew the vehicle was safe, though they had the problem over smoke.

Consequently, he decided to continue at a slow speed. The problem was that a head gasket had blown in between two ports. In the end he was unable to get

up a bank approaching Tenby as the coach was "chucking so much smoke out."

The return journey was made with a different coach, said Mr Littleton. The top hose of the radiator went when they got to Frankley. The weather was so hot, it was 103 degrees outside.

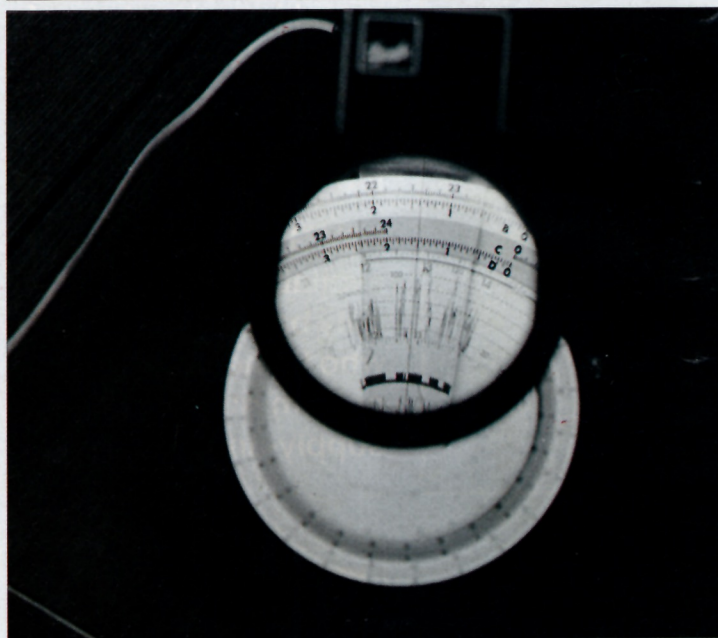
The top hose, which was a new one, just blew apart. Three people, the diabetics, became ill

The top hose, which was a new one, just blew apart. Three people, the diabetics, became ill

100 miles before they broke down. The return coach was a 45 seater, not a 53 seater as used on the outward journey.

As a result he had to put luggage and wheelchairs in the interior. He also had to take the luggage from a minibus that was leaving Tenby at the same time as the minibus could not carry any luggage.

Mr Seymour said Mr Scragg must have known the size of the



Midland Red (South): agreed to alter working practices

▼ Drivers' hours

Prosecution brought ag

A PROSECUTION brought against Midland Red (South) and six of its drivers by the Vehicle Inspectorate, accusing them of a series of drivers' hours and tachograph offences, was dropped after the company agreed to alter its working practices.

Midland Red (South), of Railway Terrace, Rugby, was accused of:

- 43 offences of permitting drivers to fail to keep tacho records
- Two offences of permitting them to take insufficient weekly rest
- Two offences of failing to issue sufficient tachograph charts to drivers

- Two offences of failing to secure the return of tachograph charts within 21 days
- Two offences of using a vehicle without a tachograph
- Two offences of using a vehicle when tachograph records were not kept
- Two offences of failing to produce tachograph records. The company had denied the offences. Ronald Baker, of 45 Cedar Road, Mickleton, near Chipping Campden, Gloucestershire, was accused of 13 offences of failing to keep tachograph records
- Philip Dale, of 53 Meadow Road, Alcester, Warwickshire, was accused of:
- Nine offences of failing to keep

g after inquiry sides of seats

and return journeys, inquiry told

party but Mr Littleton said the group had only booked the smaller coach. The 53 seater had been used on the outward journey as that was the one available.

The deputy commissioner said he was concerned that, in both cases, the vehicle was not in a fit condition to complete the journey.

Mr Backhouse maintained that the defects on both occasions were latent ones.

Mr Seymour said the main complaint of the vehicle examiner who had carried out a maintenance investigation appeared to be a lack of documentation. There had been a delayed prohibition issued in June for two items.

In July a vehicle had been given a prohibition because of a steering fault. The examiner had said the defect had been there for some time and should have been picked up at the last preventative maintenance inspection.

Mr Backhouse said that was not accepted. The vehicle concerned had passed its annual test four weeks previously and its next

preventative maintenance inspection had not been due.

Asked whether he wanted the vehicle examiner present to give evidence, Mr Backhouse said it was accepted there had been some movement in the steering drop arm. They were not in a position to dispute that.

Mr Scragg said he had been running the business for 29 years and currently operated 13 vehicles. He held a licence for 17 vehicles and operated three local services. He had never had any convictions or ever been to a public inquiry over maintenance-related matters.

The vehicles were inspected every six weeks and he had a good annual test pass rate. They had been unable to tighten the steering arm that was said to be loose. He had taken steps to put the documentation side right.

The Tenby vehicle had two reconditioned engines within 12 months. After the Tenby incident he had a brand new engine put into the vehicle. It had been a bit of a jinx vehicle which had cost them a lot of money.

▼ Licensing

Authorisation upped to six single deckers



RE & P Howells O-licence authorisation was increased to six single deckers and four double deckers when it was renewed by South Wales traffic commissioner John Mervyn Pugh at a Cardiff disciplinary inquiry.

For the firm, of Ffos-yr-Hebog Farm, Deri, Bargoed, Mid Glamorgan, which trades as Howells Coaches, of Bargoed, Colin Ward said they had made great strides in their vehicle maintenance and repute since appearing at disciplinary proceedings 12 months ago.

There was a satisfactory report from a DoT vehicle examiner, the workshops were being tidied up and only one delayed prohibition had been issued to their vehicles. They had engaged the services of an ex-DoT vehicle examiner, Mervyn Taylor, who would visit their premises once a month.

The family had taken heed of what was asked of them 12 months ago and the situation was now completely different, said Mr Ward.

Mr Pugh said Mr Taylor had built up a fine reputation but he was concerned he was putting it in the hands of various operators. He was anxious that Mr Taylor's credibility was not put at risk and that he did not take on so many operators that he could not give them the necessary attention. Mr Taylor said he was still only working part time and he was in consultation with another former vehicle examiner who might become involved in the business.

In reply to the deputy commissioner, Mr Scragg said it would not be a problem to reduce the inspection period to four weeks.

Saying he thought it should be four weeks, Mr Seymour said that, in the circumstances, he could dispose of the matter by way of a severe warning and he would ask for a further maintenance investigation in three months.

It was not very satisfactory when particularly vulnerable groups were taken on holiday and

the coach broke down, and when they were being brought back, the coach broke down again. Mr Scragg said he accepted that.

Mr Seymour said it did not seem to be an indication of the general maintenance and that was why he had dealt with Mr Scragg in the way he had. It was a bit of a blip.

He warned that, if things were not satisfactory in three months, Mr Scragg could lose his licence.

ainst Midland Red (South) and drivers dropped

tachograph records

- One offence of failing to use a tachograph
- One offence of taking insufficient weekly rest
- Two offences of failing to return tachograph charts to the company within 21 days

Dennis Edginton, of 105 Lodge Road, Stratford upon Avon, Warwickshire was accused of two offences of failing to keep records.

Ronald Hall, of 12 Victoria Close, Stratford upon Avon, was accused of:

- One offence of using a vehicle without a tachograph
- One offence of taking insufficient weekly rest

- One offence of failing to keep a tachograph record

- One offence of failing to return tachograph charts within 21 days

Harold Rogers, of 23 Heralds Court, Humphris Street, Warwick, was accused of 13 offences of failing to keep tachograph records.

Alan Simpson, c/o Midland Red Garage, Stratford upon Avon, was accused of eight offences of failing to keep tachograph records.

For the DoT, Beverley Bell told the Rugby Magistrates charges had related to two types of journeys undertaken by the company. As a result of discussions with the defence, it had

been agreed the company would meet with the VI and those discussions would lead to Midland Red (South) changing its working practices so they complied with the interpretation of the EC Regulations that the VI had always maintained.

On that understanding, it was decided there was no need to proceed with a trial that had been scheduled to last three days. The VI was concerned to look at the matter from an enforcement point of view rather than prosecuting. For Midland Red (South), Christopher Hough said that the tachograph regulations were subject to certain exceptions, such as feeder services to express services.

Tachographs did not have to be used on regular national services. What had to be used instead was a duty roster and a timetable.

The company had been using running cards that contained all the required information. However, it had now accepted that the information in the duty roster should be written in such a way that it was clear to the enforcement officers. He was confident the company and the VI would reach agreement on the way that information could be sensibly recorded.

Both parties are to pay their own costs and the drivers accused of weekly rest offences are to receive a caution.



▼ UK

Sailaway to a farmhouse holiday

AN extended range of farmhouse holidays at competitive all-inclusive prices in the Isle of Wight is offered by Southampton-based Red Funnel Ferries in its new 1996 Sailaway brochure.

Prices start at £55 per person for two nights half-board accommodation and return ferry crossing. A week's self-catering will cost from as little as £107 for up to six people, again including return ferry crossing.

Olive Glass, Red Funnel Ferries' marketing director, said: "Farmhouse holidays were intro-

duced for the first time last year and proved very popular. For 1996, we have included the choice from three to seven farms, which all provide a holiday with a difference.

"Among the new hotels in Sailaway 96 is the Winterbourne, at Brading, where Charles Dickens spent the Summer writing David Copperfield, and Yelfs, at Ryde, which is one of the island's oldest coaching inns and said to be haunted."

Over the past two years, Red Funnel Ferries has spent £25 million re-

equipping its fleet with three superferries - the Red Eagle, Red Osprey and Red Falcon. From 23 March until the end of 1996, it will operate its three-ship Summer service, with hourly departures over much of the day, from 4am to 10pm (11pm on Fridays and Saturdays). In all, there will be up to 19 sailings a day in each direction from Southampton and East Cowes.

● For further information contact Red Funnel Ferries, 12 Bugle Street, Southampton SO14 2JY, tel 01703 333042.

▼ UK

Brents and

Smooth changeover for sightseeing

by William Golden

A BUMPER Summer of London tourism has prompted sightseeing specialist Travel & Tourism International (TTI) to sign a new deal with Brents, the Watford coach operator.

The link-up with Brents will allow TTI to run up to seven coaches a day in the peak season, two of which will be in its

own livery.

John Boulding, md of TTI, said: "We wanted to double our capacity and modernise our fleet, while improving standards all round."

"Brents is well-equipped to handle this type of business and the switch has gone very

▼ UK

Treasure for Peter Bale

NOTTINGHAM driver Peter Bale was in the money when he was presented with a £1,000 cheque by The Treasure Houses of England.

Mr Bale, who has worked for Nottingham City Coaches for 11 years, received his cash at the World Travel Market after entering a draw open to coach drivers who regularly take groups to one of the 10 historic properties in the Treasure Houses' portfolio. In 1995, he has taken three private hire groups to Chatsworth, the Derbyshire seat of the Duke of Devonshire.

Leeds Castle, Longleat and Wilton House are the three latest properties to join The Treasure Houses of England, alongside Beaulieu, Blenheim Palace, Castle Howard, Chatsworth, Harewood House, Woburn Abbey and Warwick Castle.

The Treasure Houses of England, which attracts some four million visitors a year, has

underlined its commitment to the group market by launching a new-look travel trade manual. It features each house in detail and lists the range of services available, everything from corporate hospitality to access for the disabled.

The organisation prides itself on excellent group facilities, such as free coach parking and special catering deals. The new manual includes an at-a-glance guide to these facilities at each property.

One new group deal for 1996 is a voucher system which admits one adult at the children's rate when accompanied by



Cheque-ing in: the Duke of Devonshire (left) presents the cheque to Peter Bale, with the Countess of Pembroke, of Wilton House, and the Marquess of Bath, of Longleat

another adult.

● For more information about the Treasure Houses of England, contact Alun Williams, c/o Wilton House, on 01722 743115.

▼ UK

Epsom Tours gives you an extensive choice

WEEKEND breaks in the UK and an Autumn tour in New England are among the 90 coach tours in *Touring Breaks and Holidays*, the 1996 brochure from Epsom Tours.

Epsom Tours offers an extensive programme of tours, which also extends the Channel Islands and the Isle of Man. It includes specialist interest tours such as West Country Produce, Treasure Houses of England and Great Little Trains of Wales.

The European section includes tours to Belgium, France, Italy and Switzerland.

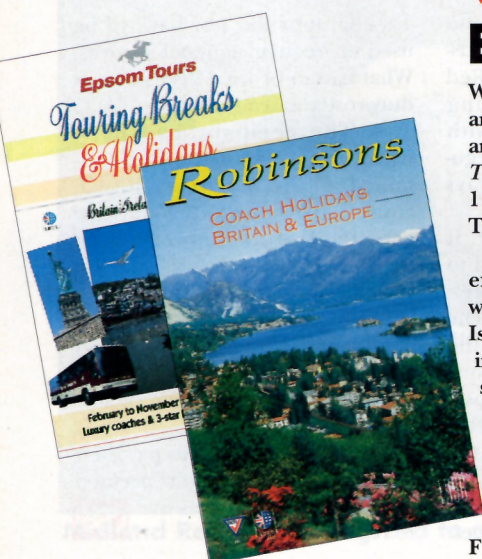
Christopher Richmond, tours director, said: "Bookings are up by nine per cent and we have increased capacity for 1996, with prices generally remaining the same. We believe in the virtues of a small operator offering a high-quality personal service and most of our customers travel with us regularly."

Prices start from £69 for a two-day *Taste of the Shires* tour, based in a three-star hotel in Leicester. The 10-day tour of New England costs £1,115 and is based in New York, Cambridge and Gorham. There are numerous pick-up points in Surrey and Lon-

don - and no feeder services or interchanges at service areas. Call 01372 727821 for a copy of the brochure.

● Robinsons Holidays, the Blackburn-based company, has published its 1996 brochure which features a wide range of tours in Britain and Europe.

The UK programme includes Torquay, Ilfracombe and St Ives in the south west; Tenby and Lladudno in Wales; and the Isle of Skye and the Scottish Highlands. The European selection includes tours of Holland, Norway, the Rhine and Moselle Valleys, northern Spain and Portugal.



Coach and Bus Week ending 9 December 1995

TTI link-up

firm as record number of tourists visit London

smoothly. Client reaction has been excellent since all the new vehicles are fitted with seatbelts throughout, they are fully air-conditioned and completely TTI branded."

The move comes after a very successful Summer for the London tourist industry.

"This season has been superb for tourism in London, so much so that there was a shortage of good vehicles,"

said Mr Boulding. "This lock-in with Brents will ensure that we will have a fleet of good-quality vehicles in time for the start of next season, which looks set to be an even better year."

TTI has grown rapidly since its formation two years ago and is now the largest independent operator of its type in the capital, carrying more than 30,000 clients a year.



The fleet's in: Declan O'Farrell (left), chairman of Brents, John Boulding (centre), md of TTI, and John Moir, md of Brents, with one of the new coaches ready for Summer

▼ Europe

Duty-free battle continues

EUROTUNNEL'S battle with the ferry companies over duty-free sales rumbles on with the Channel Tunnel operator having its claims for unfair competition against SNAT being referred to the European Court of Justice.

The Channel Tunnel operator started its campaign against SNAT - Stena Sealink's former partner which will trade as SEAFRANCE from 1

January - back in June when it went to the Tribunal de Commerce in Paris to claim compensation for the loss of traffic due to the unfair tariffs charged by SNAT, which are subsidised by profits from duty-free sales.

In essence, Eurotunnel has challenged the validity of certain provisions contained in EEC directives authorising the extension of duty-free sales until June

1999, in contradiction of the principle of the abolition of fiscal frontiers within the Single Market in 1 January 1993.

The tribunal decided to refer the case to the European Court of Justice, a move welcomed by Eurotunnel because it would mean the validity of the original EEC directives would have to be discussed.

There is no doubt duty-free sales are big

business for ferry companies and the Eurotunnel line has always been that they allow the operators to heavily discount fares, thereby giving them any unfair advantage. This, however, did not stop it from slashing its own duty-free prices on Le Shuttle by a third, a move which has boosted passenger numbers - and led to horrendous queues at the terminal.

▼ UK

Changes at Eurolink

LARAINÉ Soliman has been appointed acting general manager of Eurolink Ferries following the departure of md Bill Moses to become chief executive of Sally UK Holdings.

Ms Soliman has been general manager passenger services since the Sheerness-based company started its passenger service to Vlissingen, in Holland, since April. She was previously with Stena Sealink as sales and marketing manager and, before that, was with Olau Line for 10 years.

■ People page 51

CBW

Eurowatch

WEATHER

| City | Average temperature last week | City | Average temperature last week |
|------------|-------------------------------|-----------|-------------------------------|
| Athens | 18C/64F | Madrid | 10C/50F |
| Amsterdam | 6C/43F | Oslo | -3C/27F |
| Berlin | 1C/34F | Paris | 3C/37F |
| Brussels | 9C/48F | Rome | 16C/61F |
| Dublin | 11C/52F | Stockholm | -1C/30F |
| Lisbon | 12C/54F | Vienna | 3C/37F |
| Luxembourg | 3C/37F | Zurich | 7C/45F |

DIESEL PRICES

| Country | Diesel price per litre in Sterling | Country | Diesel price per litre in Sterling |
|-------------------------|------------------------------------|-------------|------------------------------------|
| (Courtesy AA Roadwatch) | | | |
| Austria | 0.58 | Luxembourg | 0.45 |
| Belgium | 0.54 | Netherlands | 0.54 |
| Eire | 0.53 | Norway | 0.70 |
| France | 0.51 | Portugal | 0.46 |
| Germany | 0.51 | Spain | 0.46 |
| Greece | 0.39 | Sweden | 0.66 |
| Italy | 0.55 | Switzerland | 0.67 |

HOLIDAY POUND

| Country | Currency exchange rate | Country | Currency exchange rate |
|---------|------------------------|-------------|------------------------|
| Austria | 14.93 Sch/£ | Italy | 2,411 Lire/£ |
| Belgium | 44.00 BFr/£ | Netherlands | 2.40 Gld/£ |
| Denmark | 8.31 K/£ | Norway | 9.47 Nkr/£ |
| Eire | 0.94 Punt/£ | Portugal | 224 Es/£ |
| France | 7.32 Fr/£ | Spain | 182 Pta/£ |
| Germany | 2.14 DM/£ | Sweden | 9.88 SKr/£ |
| Greece | 362 D/£ | Switzerland | 1.72 SFr/£ |



Excellence does not mean upmarket...

THE winners of the Coach Industry Awards 1996 are now basking in their glory and, quite properly and understandably, trumpeting their highly commendable achievements from the housetops. I would like to offer my praise to those who did not quite make it to the number one position in their class this time, yet who put tremendous effort into preparing their award entry.

The general quality of submission was very high indeed, indicative of the importance which the industry attaches to securing one of these coveted awards. Although the sheer excellence of presentation makes the task of judging hard — not so much deciding on a winner, but the anguish of eliminating such well-presented entries — it is gratifying to see the moves the industry is making towards the delivery of excellent performance.

This should auger well for the future. While the pursuit of excellence is an essential component of success, I would, however, suggest it is not the ultimate goal. That always has been, is, and always will be, the genera-

tion of profits. At the end of the day, the excellent product, package, and service has to sell. And sell in volume, day in and day out. And generate repeat and referral business time and time again.

We delude ourselves if we think that investment in high-floored and high-cost hardware represents a measure of excellence which will automatically increase profits. If the target market is crying out for this, and is prepared to pay the right price for it, enhanced profits may accrue.

But there is, in my belief, a danger of moving into a new, and possibly, illusory market and in doing so turning one's back on more lucrative opportunities.

I am far from being a stick in the mud Luddite, scorning anything new, costly, or innovative. We do have to develop, invest, improve and advance. But I take issue with those who believe that it is somehow wrong, immoral or damaging to the industry to offer a level of service which is tailored to meet the demands, expectations and pockets of the less affluent.

When I was at school Anon used to scribble rubbish messages on the playground walls. Now we have both grown up, he writes letters to *Coach and Bus Week* suggesting that passengers who travel on not so new coaches to an average standard of hotel "put the whole thing down to experience and book an air rail tour ... or take the car out again."

Quite the contrary. When passengers are given what they perceive as excellent value for money, they come back for more, and more, and more of the same. Marks & Spencer has built a huge, much admired, and highly profitable, business from selling very average products in pretty standard shops to the broad body of the general public, who buy again and again because the quality, the service and price is right.

M&S would not be so successful if every store only sold Janet Reager and Laura Ashley goodies. There is a moral in this for the coach industry: we must strive to maximise profits by delivering excellence in known markets — and not fall into the trap of translating excellence to mean up-market.

Good riddance

IN this column on 22 July 1995, commenting on the Curtis Review recommendations to change traffic area boundaries and close some traffic area offices, I said: "I hope and expect that this part of an otherwise highly commendable report will be a non-starter."

While it is always possible that it could struggle back to consciousness after the next General Election, I am delighted to see the DoT action plan relating to the Curtis review has all but knocked this particular idea on the head.

Ignoring the likes and dislikes of the transport industries (although it is our fees that pay for these offices so our preferences should count for quite a lot) the reasoning behind this part of Stephen Curtis's recommendations was based on a marriage of incomplete statistics and impracticality.

If, or perhaps I should say when — for sooner or later another review is inevitable — this rears its head again, it is to be hoped any recommendations will be much better founded and will have sounded out the views and wishes of us, the customers.

O-licence discs set for a revamp

IT is possible, I suppose, that the eminent motoring historian, Lord Montague of Beaulieu, could offer an explanation why the evidence of having paid vehicle excise duty and having the requisite O-licence evolved into the use of a circle of paper — a licence disc.

It would be a fascinating piece of useless knowledge. It must have taken a real genius of twisted logic to start with a square piece of paper, increase its cost by perforating a circle in the centre of it, print it on both sides (with the serial number on the back to make it uselessly invisible), cram the remainder of the required information into this reduced area, and — over some 70 years and millions of discs — generate weeks and weeks of man hours to separate the disc from its surround (not to mention the anti-environmental wastage of probably half the surface area of the original piece of paper).

Some later student from the university of illogicality then decided that O-licence discs should be colour coded — but with either orange, blue or green



O-licence disc: it's illogical

all over the face so that the writing on it enjoyed minimised visibility contrast.

It was my pleasure some months ago to report that proposals had been put to the Department of Transport for a review of O-licence discs to remove some of these ridiculous shortcomings and was gratified to see a reference to this in the Curtis Review of the Traffic Area Network.

The Action Plan for imple-

mentation of the recommendations of that review has now been produced. This has confirmed that the style of O-licence discs is being critically examined.

Although the eventual replacement may be different, one of the possibilities suggested is a rectangle of white material (possibly plastic rather than paper) 135 mm x 90mm. Only one corner would bear a distinctive colour code triangle, leaving the remainder free for big, bold, black printing showing the issuing Traffic Area, operator's identity, expiry date and (yes, on the front at last), the serial number.

Note in particular that this information would be inscribed in jet black, fade-proof, laser print. Technology will soon out the quill pen and make the illicit trade in faded discs impossible!

And the cost of moving on from the muddled thinking which has been with us almost since the dawn of motoring time? A mere £50,000-£60,000 in the department's estimate. Small beer indeed in a Traffic Area network budget of some £26 million.



A white and maroon motorhome with "RALPH BULLOCK" written on its side, parked on a paved surface under a cloudy sky.

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| 93 (K) | MAN | Van Hool T815 | 49 seat Exec. |

53 recliners, courier
seat, continental
door, radio/pa/cass



| | | | |
|--------|---------------|-------------------|---------------|
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seat, continental door,
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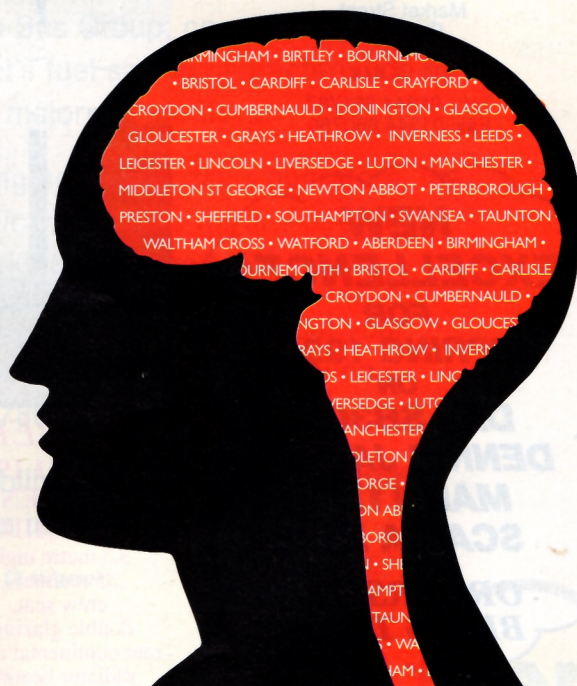
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There's nothing new

THERE really is nothing new under the sun, is there? And just to prove it coach industry consultant Andrew Webster has sent us this photo of Leyland Royal Tiger, EPR 265, taken in April 1968 by the late Robert Mack. The vehicle was owned by Charlie O'Sullivan of Kildorrery, County Cork, Ireland, and is pictured ready for schools work complete with, you've guessed it, the official 'School Bus' sign... and they say Ireland has a slower pace of life!



How to net some info

MOST operators will have, or should have, heard of the Metropolitan Police Coach Advisory Service. But did you know you can contact the service on the Internet?

However, Sergeant Ian Fray, who took over the running of the service not that long ago from the legendary Sergeant Bob Pilbeam, is not, as some might think, a computer buff.

"There's very little call for the service on the net at the moment," said Sergeant Fray. I receive very little on it, although I'm quite happy to. But I'm not an expert."

Now this could be because Sergeant Fray doesn't have his own computer yet but has to use the one in the next office. "The service is very much in

its infancy," Sergeant Fray said. However, it is a very much easier way of leaving information for people as things happen at short notice and you can update the computer more easily."

Meanwhile, the MPCAS sends out a monthly newsletter although Sergeant Fray says he is "under some pressure to reduce the post bill."

Well, having let you know the service exists, may we make some suggestions? First, all you ops with computers, why not use the net?

Second, to Sergeant Fray's superiors, get the poor man his own computer, just think how much it will reduce the post bill!

You can reach him on hq.traffic.mp@gtnet.gov.uk

It's not one for the family album

DID you know those funny-looking cameras springing up on roadsides all over the place are not there to take passport photos? In fact, they are timed with atomic clocks, accurate to two or three seconds a year, says Sergeant Ian Fray in

the newsletter mentioned above. He says a high proportion of speeding vehicles featured in the police photo albums are coaches. "A photo of your coach in these circumstances makes a lousy Christmas present." Merry Christmas all!

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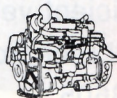
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LETTER OF THE WEEK



Well done to the speakers at Coaching for Profit seminar

From Deirdre Brown

May I make the following points on the very interesting and informative Coaching For Profit Seminar?

Well done to all the speakers. As a trained public speaker myself, I can be very critical, but I must say you all did a great job and, through your knowledge and ease, made all the delegates feel relaxed and not as in many seminars, where delegates can be made to feel totally overpowered! Just one comment, Ron, put some Blue Tac on your shoes next time!

I am sure everyone went home feeling relieved that they are "doing things right" but with a few new ideas to help make that little extra profit. I can certainly say the ISO 9002 speeches made Philip and myself decide that we will see the British Standards Kite Mark at

Eddie Brown Tours — a New Year Challenge for 1996, and something else my team can add to the excellent reputation they have earned for our company over the years.

Having said this..... might I plead to the other 3,000 plus operators who have not shown an interest in these type of seminars to re-think for, to make this industry one of quality operations throughout the UK, it is YOU who need to be there, investing that small proportion of your time to change our industry so it is not seen by as a cheap, tatty way to travel!

Come on, guys and girls... which leads me to another point. I was beginning to feel I was at a male-only seminar. Where are all you ladies?

Come on, get out there — show yourselves! For we cannot let a multi-billion pound industry be male dominated... or are

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Deirdre Brown
Tour director
Helperby
York

What you thought of the 1995 Coach Industry Awards

Congrats to the team

From Kevin Hall

I would like to congratulate you and your team, plus the sponsors and all the winners for making the second Coach Industry Awards a huge success.

The Metropole Hotel (forget the blip on check-in), proved to be an excellent venue. The stage and audio visuals were professionally prepared and presented. I also feel the judges had an extremely difficult decision on picking the winners and overall their choices need to be applauded.

It was great to see so many friends. My only regret was not going to bed at a reasonable hour! I wish you all the best for 1996.

Kevin Hall
Sales manager
Home & Overseas Insurance Co
London W1

Proud to be there

From Gerald Topiol

Congratulations to you and your team for a really great event which can only get stronger as the years go by. Proud to have been there!

Gerald Topiol (M Inst TT)
Chairman
Coach Tourism Council
c/o Groupways Leisure
Chesham
Bucks

Outstanding event

From Keith Horseman

Congratulations are in order for organising and hosting another outstanding industry awards celebration.

Everything about the event was impressive and there is no doubt in my mind that, as a result, many operators departed Birmingham with positive thoughts and with newfound determination to improve their business in preparation for next year's event.

Congratulations to you and your team.

Keith Horseman
Managing director
Horseman Coaches
Reading
Berkshire

Highlight of the year

From Glynn McKenzie

Congratulations to you and your colleagues at Coach and Bus Week for the success of the second Coach Industry Awards.

This has to be without doubt the highlight of the coaching year.

Well done to everyone concerned.

Glynn McKenzie
General manager
Kirkby Coach & Bus
Anston
Sheffield
South Yorkshire

Wonderful weekend

From Sheila Crowther

Just a note to say a very big thank you for such a really wonderful weekend. Brian was amazed at his award but very very "chuffed" — and to think we nearly didn't make it. I'm glad we did.

Once again, many thanks.

Sheila Crowther
Black Prince Coaches
Morley
Leeds
West Yorkshire

Impressive evening

From Michael Lightfoot

Congratulations on the success of the Coach Industry Awards held at the Metropole Hotel, National Exhibition Centre, Birmingham, on Saturday night.

It was my first visit to the Awards and I was impressed by the organisation and professionalism shown throughout the evening.

Events such as this can only better the industry and will hopefully encourage operators to raise their own standards and level of professionalism.

Michael Lightfoot
Director
Durham City Coaches Limited
Durham
County Durham

Pessimism unfounded

From Sir Peter Fry

The pessimism Peter Shipp has shown in his letter at the launch of The Coach Association (CBW, 17 November) is surely unfounded.

Clearly Governments tend to favour a single trade association.

It gives them fewer meetings to attend and potential divisions to resolve. But that does not mean they fail to recognise other groups within an industry if they are properly representative and have sensible views to offer.

Last Summer CPT reported in its *Newsline* that the Secretary of State for Transport favoured a single association (CPT, of course) for the coach and bus industry. When I wrote to Dr Mawhinney for clarification he quickly denied the suggestion and said he was open to the views of any proper group. If further proof is needed that the Government deals even-handedly across the industry it is given by the meeting The Coach Association has arranged with Steve Norris next month. In fact, he suggested such a meeting.

In the same issue containing Mr Shipp's letter you reported that the EC is to take a relaxed view of the 65mph limit but insist on 62.5mph for speed limiter settings. This important news emerged from our association's Brussels base and shows what we can bring to the table.

In short, The Coach Association should strengthen the industry's clout with Government, assuming - and this is important - we remain united on the key issues. If CPT and TCA act in sensible unison I can see no reason why this approach should not be possible. Certainly our principal members at present intend to remain within CPT to press for such teamwork in the future.

Sir Peter Fry MP
Chairman
The Coach Association
Westminster
London SW1

Agree with examiners

From Alan Sledmore

Once again the question has been raised with regard to the operation of routes of more than 50km. I would differ from the interpretation Marksman offers and agree with traffic examiners.

Article 4.3 of EEC 3820/85 states: "Vehicles used for the carriage of passengers on regular services where the route covered by the service in question does not exceed 50 kilometres."

Clearly, any interpretation is a matter for the European Court. This, however, may well bring into question the vexed issue of fuel duty rebate. It must, therefore, be sensible for operators who work outside domestic regulations to adopt a roster solely for the

purpose of EC-regulated operations, including that of regular services of more than 50 kilometres irrespective of the way in which they are registered.

The British domestic regulations are well past their sell-by date. They should be abolished, if only to combat abuse.

Indeed, it is time for the whole industry to have a systematic examination of its activity in respect of drivers' working conditions. Cost cutting has become an obsession rather than a necessity. Moreover, employees are looked upon as commodities that can be discarded when ill health incapacitates them. The staff turnover in recent years has reached unprecedented levels, which has resulted in there being many inexperienced drivers. Likewise, the abuse of mixing regulations has produced many stressed drivers.

If we examine most of the serious accidents in recent years, most involved young inexperienced or fatigued drivers. In one serious accident case the judge, when sentencing, said: "You were placed in a position of great responsibility." It is time the wages and conditions of drivers reflect that responsibility.

It is encouraging to see a future Labour Government will bring back regulated bus services, and Stephen Norris making such noises, indicating at last that the present Government realises it has blundered with regard to the deregulation of the buses.

Unlike Marksman I agree with Bernard McLoughlin whoever he may be. There is widespread abuse of the present regulations and it is time for it to come to an end.

Alan Sledmore
Health and safety representative
Lancaster
Lancashire

Help wanted with bus

From Rev Greg Dixon

I recently travelled on a mission to the Ukraine. While there, I was privileged to become involved with the Bible in Kiev. They organise holidays for the children of Chernobyl, having discovered that the general health of these children improved when they are taken out of the area for four to six weeks a year.

Sadly there was a terrible accident involving their bus as it was transporting 40 children, from Kiev to Belgium. A Polish articulated lorry swung off of the road and smashed into the children's bus as it was parked by the roadside, with all the children on board. By God's grace none of the children was seriously injured, most suffering only cuts from all the shattered glass. The bus has been totally destroyed. Anyone who had been sitting up would have been killed instantly. The miracle was that every one of the children had laid down to sleep across one another. The driver's cockpit was the point of impact but he had gone to the rear of the bus to check something out.

The need for these children to leave the fallout area is still essential to their long-term health and wellbeing. As most of them are extremely poor the Bible School organised trips which may, for many of them, be their only chance of a holiday.

The Bible School also runs a feeding programme for the elderly and poor in Kiev. The bus was their only transport. They are also responsible for establishing many churches in and around the capital. As you can appreciate, the bus was desperately needed and well used. Insurance claims between two Eastern Bloc countries are a bureaucratic nightmare. The actual value of the bus was, in fact, very little as it was some 12 years old.

I am seeking to develop contact with any operators who may be able to help or simply point me in the right direction. I wish to be honest in admitting that at this point neither I nor the Bible School in Kiev have any money. Please help even if it is to simply give an idea of the costs or where to find a left-hand-drive bus suitable for the task.

Rev Greg Dixon
Elim Church
Marischal Street
Aberdeen, AB1 2AB
Grampian

The good old days?

From Ron McCulloch

I found Alan Townsin's letter (CBW, 18 November) regarding the large orders for coaches and buses that were placed by the NBC in the good old 1970s to be interesting indeed.

It is really nice to wallow in nostalgia but let's not get carried away but put things into perspective. First, the reason why the NBC could place those large orders was the bus grant, which meant the Government paid 50 per cent of the price of a bus or coach.

Second, the NBC, as we all know, was state owned, so the remaining 50 per cent price of a new coach or bus was paid by, guess who, the Government.

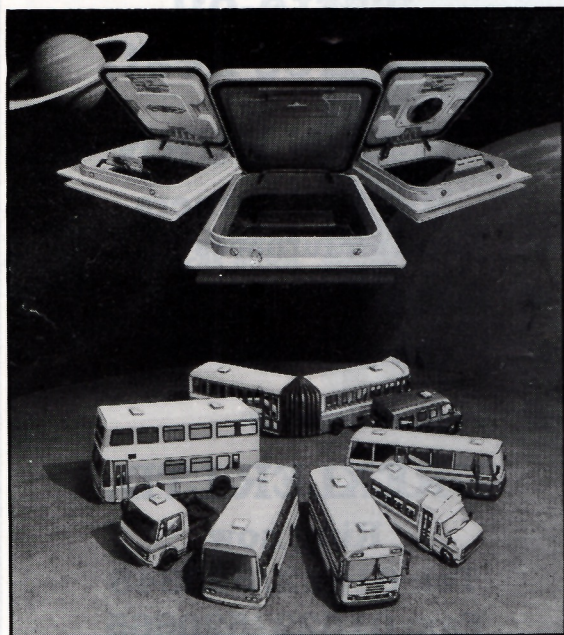
It is only fair to point out that, when the bus grant was phased out by 1984, the NBC's orders for coaches and buses were reduced considerably. This was also true of other operators that relied on the bus grant.

I can only congratulate Stagecoach and the other bus groups such as FirstBus who are placing large regular orders for coaches and buses.

It will probably take a few more years before companies such as Stagecoach can replace all those ex-NBC vehicles but, by placing new ultra-modern buses and coaches into service, it can only help to persuade the public out of their cars and back on to the buses.

Ron McCulloch
Workington
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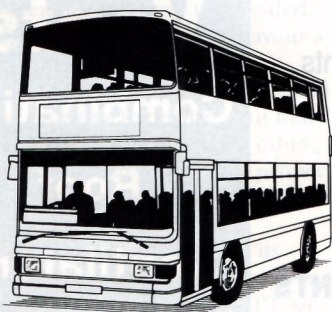
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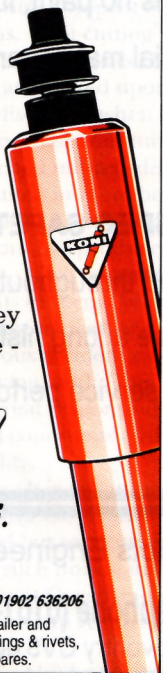


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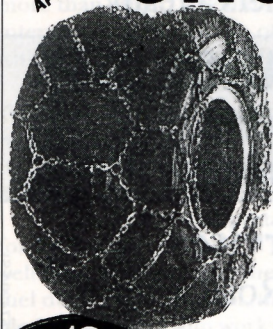
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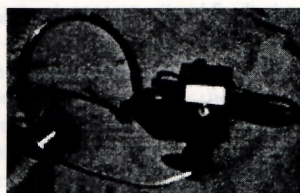
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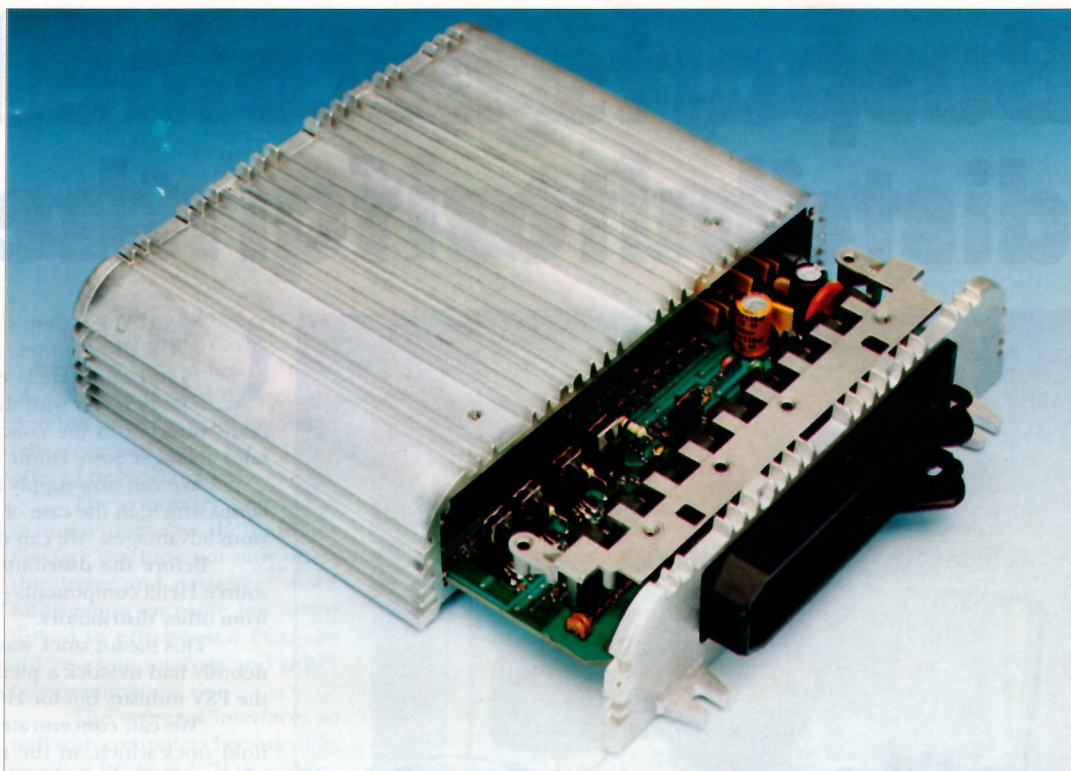
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"By its very nature, it's not an aftermarket accessory," points out Steve Byng, Actia UK sales manager. "The unit is designed for commercial vehicles but the first applications have been with bus manufacturers."

Breakdowns due to electrical failure cause excessive and unnecessary downtime, says Actia UK. A simple short circuit can cause damage to the sensitive circuitry before

a wire fuse blows, partly because the power switches themselves carry the full current supply for many devices. Aladin's circuitry uses 50 mA switches for its inputs, which merely 'tell' the control unit where to switch the power, and it self-tests before doing so.

Connector failure is one of the chief causes of electrical breakdown, but Aladin reduces the connector count by 50 per cent. Additionally, being an electronic unit, Aladin can perform a full wiring diagnosis within less than a second with a single connection, helping reduce downtime.

"The unit has had two years of testing, with the result that we predict 0.3 per cent failure. In other words, out of a thousand units, only three will fail per year," said Mr Byng.



Busparts become Hella distributor for the UK



A Hella-va stock! Top lamps at Busparts' new service centre

CARLYLE Group's Busparts has become one of Hella's UK distributors...speeding delivery of lamps, lenses and other Hella electrical components. "This fits in very nicely with the parts stock and services we are already offering to the coach and bus industry," said Busparts sales manager Steve Dunn.

"We can now supply body panels, wipers, glass and headlamps which, in the case of frontal damage to a vehicle, has obvious advantages. We can do the complete job."

Before the distributorship was agreed, Busparts had to source Hella components — fitted as OE to a range of PSVs — from other distributors.

This meant stock was reliant on an outlet which simultaneously had to stock a plethora of Hella products for not only the PSV industry but for HGVs and cars.

"We can concentrate on the coach and bus market, and hold stock which, in the majority of situations, can be delivered via our van network within 24 hours," said Mr Dunn. "Anything not in stock can be sourced overnight."

Busparts now has branches in Bristol, London and the brand-new, purpose-built unit just off the M5 at junction 1, in West Bromwich. This gives it access to the majority of the country.

"We're particularly pleased with the new unit, which has cost us £1.5 million. We had our work cut out to move there this Summer but it has allowed us to stock 12,000 different lines and has given us good access to the north as far as Scotland," said Mr Dunn.

Firm takes off brakes

BRITAIN'S biggest brake turning and lining equipment specialist has turned its attention to the coach and bus industry.

Euronord's recent accreditation as sole UK supplier of Caorle machinery and spares, and its comprehensive programme of installation, training and service in the use of brake and engine refurbishment is already well known in the HGV industry.

But Euronord is also heavily involved in the supply, fitment and after-sales service of other major workshop equipment, including dust extractors, paint spray booths, shotblasters, solvent washers and hot washers.

Brands such as Vereco and Bryden, Pel, Butterfield and Vixen can all be serviced.

Contact David Hill on 01298 72955, fax 01298 27449, for full details.

Underseal tested by the Ministry

IF the man from COSHH caught up with the working practices of some workshops, he'd have a field day.

That's why Dunlop's water-based bitumen underseal is finding more takers as it enters the commercial market from having been given a thorough

testing by the Ministry of Defence. It is said to have fewer dangerous solvents, and present fewer problems with storage, ventilation and heavy protective clothing.

The new bitumen, DW928, offers all the usual advantages. It won't crack in the

cold, it resists moisture, resists impact to BS3900 pt 7 standard, and offers sound-deadening qualities, too. Dunlop is expecting the emulsion to find a ready market in vehicle refurbishment. Get it from Dunlop stockists or fax Dunlop on 0121 373 8101 for details.

Headset dispenses with hands-on mic operation

HANDS-ON microphone operation is not only tricky but potentially illegal for courier/drivers.

Which is why Freeway Headmics of the Isle of Wight has developed a microphone headset which replaces the usual mic stalk, and allows hands-free guided tours to be conducted in complete safety.

The system comprises a lightweight headband with microphone, a control box with a

'live' warning light and two metres of cable. It simply plugs into the existing mic socket of the PA.

The usual Van Hool style 4-pin and 5-pin systems can be supplied complete at £30 each plus post and packing, and adaptors for other configurations can be offered.

The headset is covered by a 12-month guarantee.

Contact David Shorter, on 01983 811709.

Book details op's history

EVERYTHING you ever wanted to know about Warrens of Ticehurst but were afraid to ask! The 75-year history of the coach company founded just after the Great War is documented by afficianado Derek Jones in a 48-page book available direct from Warrens. The fact-packed, colour volume is only £5.70 including postage from Warrens at High Street, Ticehurst, Wadhurst, East Sussex TN5 7AN, or on 01580 200226, fax 01580 201126.

Cut above rest - claim

DESPITE having been launched only recently, Leeds-based uniform supplier Tunic already has business from two major coach operators.

Timeline Travel and Scancoaches have both chosen the corporate outfitter for next year's supply of clothing, and have good reason for doing so.

"We certainly think we're getting tremendous quality, service and value for money," said Timeline's travel area manager, Richard Brunt. With 250 employees to outfit and premium contracts like Highland Heritage, quality matters. "And they are also a pleasure to deal with," said Mr Brunt.

Scancoaches operations manager Peter Atkinson has also been pleased with the service so far.

"I met them at the Community Transport Association exhibition in Blackpool and was very impressed with the range of garments on display," he said. "Since then, we have moved quickly and the measuring is complete."

Tunic's chief executive, Tony Murray, is available on 0113 243 6342.

Ticketing system can print logos

A TICKETING system which provides not only on-board, computerised data collection but can even print logos and advertising on the ticket is being offered by Newbury Data.

The computer peripheral manufacturer says the modular Flexfare machine not only offers the driver and passenger more information en route but, when linked to office-based PCs, can aid revenue analysis and other fare examination.

The terminal interfaces so well with computers because it is, itself, a PC-based DOS-embedded system, which can be reset at every shift when the driver logs on with his or her personal module. The information gathered is simply downloaded at the end of each driver's day.

Flexfare can be equipped with credit card validators and smartcard readers.

Details on 01606 593424.



Flexfare: interfaces well because it's a PC-based system

Drain oil without any mess

AN oil drain valve manufactured by Fumoto (above) is the latest aid for engines and gearboxes to be drained at the touch of a lever without mess.

The valve's operating lever has a spring safety lock which renders accidental drainage impossible. A nipple and hose can also be fitted to enable oil to drain away from areas which are difficult to reach. The inconvenience once generated by stripped valve threads can now be eliminated. Once fitted, the valve stays put!



Burn problem waste and save money too

PUTTING clean oil into a gearbox or engine means you have waste oil to dispose of.

Drexler, a recently-formed company based in Lincoln, is importing the environmentally-sound, North American Clean Burn range of waste oil burners and heaters so instead of costing you money, oil disposal saves some.

Virtually any waste oil can be burned - even oil from the chip fryer! Floor standing or

wall-mounted, the range gives heat outputs from 41 to 146 kW/hr... heating almost any size of workshop or depot.

With the National Rivers Authority now persuading courts to hand out swingeing, multi-thousand pounds fines to any company who lets oil run into the drain, Clean Burn heaters could pay their way very quickly.

Drexler can be contacted on 01522 520348

Bryden riveting machine

WITH more attention being focused on the quality of brake shoe relining, Roadlink has launched a new Bryden riveting machine. The Sensair only rivets to a preset pressure to ensure ideal contact between lining and shoe and a self-diagnostic display

panel assists in tracing faults in pneumatic circuits. A certification service includes identity tagging of machines and a sealed calibration certificate. A maintenance service is available.

Details on 01902 636206.





Brace-it wheelbrace: fully analysed by Sheffield University

No need to go nuts over wheel braces

EVER been stuck with an overtight wheelnut and fearing the brace will spin off? The nightmare is now over with Brace-it, a simple but effective design manufactured by AMA Innovations (left).

The unit is secured on to the tight wheelnut and the adjacent nut which will hold the brace firmly in place avoiding slipping and injury.

Brace-it has been fully analysed by Sheffield University and has been recommended by Renault Trucks UK and Motorway Tyres.

Two kits are available, one for the workshop and the other to be carried in the vehicle. Inquiries to Woodhead RSR, on 0161 888 2226.

Hit grime without chemicals

SMEARED glass, grubby facias and dusty vinyl are usually tackled with detergents and other cleaning agents.

But some chemicals can have a damaging effect on window sealants and plastics. So what's the answer?

EnviroProducts claims its Envirocloth can tackle general grime without even a hint of chemicals. This porous, close-woven cloth is made from micro-fibres of polyester which pick up most dirt with nothing more than the aid of a little water.

We've given a sample a whirl during *Coach and Bus Week's* road tests, and it's certainly as good a cleaning wipe as we've ever tried, and certainly better than the editor's usual rag — a pair of war-torn unmentionables!

The Envirocloth is also somewhat more durable, too. The makers claim 300 boil washes before the cloth's intricate, 1,054 fibres per square centimetre become damaged.

Just as well, because this level of technology doesn't come cheap. Expect to pay around £4.50 per cloth...

EnviroProducts are on 01892 540877.

Tour-planning and operating programme solves VAT snags

A TOUR-planning and operating programme which handles VAT headaches has been launched by South Wales-based AJB Systems.

The computer software has the benefit of its originator's experience in the coach and travel industry — and David Bending has been involved for 25 years, culminating in working with United Welsh Services' travel agencies.

AJB's progression to the new programme, Events, has been a natural one. Having already produced payrolling programmes, a ticketing and sales programme for a major tourism

project, and an excursion planning database, Events was the obvious development, said Mr Bending.

The result is a programme which monitors tour sales and inquiries, can define coach seating layouts, gives full VAT apportioning, extracts for mailshotting, computes fares and even prints tickets.

Based on Clipper, it has been configured to run on Novell networking.

But Events is just as happy running on a single PC. DOS-based, it will, nonetheless, run alongside Windows '95. It needs

a minimum 386/33MHz, and 2 Mb of RAM, plus 10Mb of hard disk space for a year's tour programme.

The cost of Events depends on the number of users and the package being bought, but a typical three-year package, complete with installation, training, 24-hour on-line telephone and modem help, and upgrades as they are issued, starts at around £1,000 for the initial year plus a nominal annual fee.

Contact David Bending, at AJB Systems, on 01792 476433, or fax 01792 646778, for further details.


Hot drinks especially for coach passengers

CHEQUER Foods has launched its insulated in-cup range of hot beverages designed specifically for coach passengers on the move.

The cup is rigid with an insulated foam wall to keep the contents hot, but comfortable to carry. The cups display the logo of their contents and are available in a hygienic, pre-packed sealed sleeve of twenty. The ingredients are already measured — just add

hot water!

A fully comprehensive range of top-selling nationally-advertised beverages is available with branded on-board cup dispense units. As a special offer to *Coach and Bus Week* readers, Chequer Foods is offering a free product trial.

Contact: the Sales Office, Chequer Foods Ltd, Halesfield 14, Telford, Shropshire TF7 4QR,  tel:01952 680404.



Are you responsible for purchasing your drivers' uniforms?

If you answered YES to this question, please answer the following questions regarding your present uniform supply arrangements.

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If you answered YES to all these questions, then you are already using TUNIC as your clothing supplier.

If you answered NO then you should be.

For more information on how to receive a quality service, together with outstanding products at value-for-money prices, just call.



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Hughes DAF



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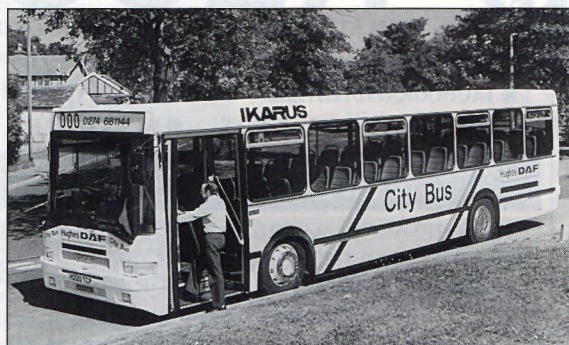


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PLAXTON

Two-door Pointer Darts cut out delays at stops



Total of 48 now in service with Thames Transit

THAMES Transit now has 48 two-door Plaxton Pointer-bodied Dennis Darts in service.

The introduction of the 37-seat Pointers has led to the replacement of smaller vehicles on the Transit Holdings subsidiary's services in Oxford. Its managing director, Janet Jeffery, says the two-door layout cuts loading times, eliminating delays at stops.

She said: "Passengers really do like the new vehicles and the extra space which they provide. With the new fleet we have also adopted route



branding to raise the profile of our services."

The last of the 48 Pointers

are operating on the City Cavalier, a frequent cross-city route with added late-night services on

Thursday, Fridays and Saturdays — when the last bus at 2.30am is usually full.

AVE BERKHOF

Orders flood in for Excellence bodywork

AMONG the forward orders for Berkhof Excellence bodywork are vehicles for Banstead Coaches, Buddens Coaches, Ferris Holidays, Fleet Coaches, Hodge Coaches, The Londoners, Swards Coaches, Thames Transit, Thomas Coaches and Innovation

Award winner at the CBW Coach Industry Awards, Siesta International.

Excellence 1000Ls are due for delivery to: Hodge (two on DAF Bus SB3000); Banstead (one on Dennis Javelin); Buddens (two on Dennis Javelin); and Fleet (three on

Volvo B10M). In addition Buddens is taking an Excellence 1000-bodied 10-metre Dennis Javelin as is Swards which has also ordered a 12-metre version. The Londoners has ordered a similar vehicle and is in the process of adding an Excellence 1000LD/Javelin GX and two Excellence 1000/Javelin 240s.

Further examples of Excellence 1000LDs will be supplied to Thames Transit (seven on Volvo B10M) and Ferris Holidays (a DAF Bus SB3000).

Award-winning Siesta is taking further examples of the Excellence 3000HD-bodied Scania K113TRA double deckers, as is Thomas Coaches of Rhondda, South Wales.

At the other end of the scale a new Excellence 1000 Midi/MAN 11.190 has been supplied to a Maltese operator.





SCANIA

Berkhof-bodied K93 is W&M's new flagship

BILL and Margaret Norman have their first new coach after eight years in business as W&M Travel of Parson Drove, near Wisbech, Cambridgeshire.

The seven-coach business is predominantly Bedford-chassied. Mr Norman said these workhorses were ideal for work on the flatlands around Wisbech. He said: "We can do London from here without changing down!"

Consequently the company avoided any temptation to go for a high-powered chassis for its new coach to replace its flagship former-Supreme 1988 DAF used on a small holiday programme



and private hire.

W&M went to Scania Coach Sales and bought its first

Scania in the shape of a Berkhof-bodied K93. It is fitted with 55 recliners, curtains, Scania's

Comfort-Shift gearbox and Telma Retarder. And it comes in a new livery...

PLAXTON

Skills investing over £1 million in vehicles

COACH Industry Awards 1995 finalist in two categories, Skills of Nottingham is investing over £1 million in new coaches for next year's holiday season.

Skills is buying seven Plaxton-bodied coaches — six on Volvo B10M, and the seventh the first DAF Bus SB3000 with new generation Plaxton coachwork. All feature seatbelts, automatic gearboxes and double glazing while three will have air-conditioning for Continental tours.

Euro 2 engines have been specified and the vehicles will appear in the new Skills livery which placed it among the front runners for the Best Fleet Livery category.

Managing director, Nigel Skill, said: "Our continuing growth programme will ensure our customers of our considerations for their comfort and safety in addition to offering a considerably increased choice of destinations for value-for-money holidays and short breaks in the UK, on the Continent and

Intercontinental featured in our new 1996 brochure."

The company also earned a place among the finalists for Coach Operator of the Year (medium fleets). It currently runs 27 full-size coaches and six mini/midi coaches operating under the Skills banner.

In April this year it introduced seven Volvo/Premiere 350s — all in the new livery. Two months later, an eighth joined the fleet for Eurolines work.

PLAXTON

Flights orders first Excaliburs on B10M SE

THE first Plaxton Excaliburs to be built on Volvo B10M SE chassis have been ordered by Flights, the Birmingham-based operator named as medium-sized Coach Operator of the Year at last week's Coach Industry Awards. At the same time the Plaxton Excalibur on standard B10M GL chassis was identified as Coach of the Year.

Flights has ordered three Excalibur/B10M SEs to expand its Flightlink network which carries over 350,000 passengers a year. The company has already placed an order for three Excalibur touring coaches on conventional B10Ms.

The SE is a chassis cut

behind the steering axle to introduce a large uninterrupted luggage compartment which can be easily accessed from either

side of the coach. It was introduced earlier this year with Plaxton Premiere 350 bodywork.

Flights md Geoff Flight



said: "We differentiate between the types of coaches we order for our different operations. The standard B10M Excalibur is an ideal touring coach but for our express services we need a vehicle with easily accessible luggage space.

"This is where the Excalibur on the B10M SE scores, giving a high standard of comfort and reliability with the bonus of a spacious underfloor locker."

All Flights' new Excaliburs will be air-conditioned. The three touring coaches will be 49-seaters with centre sunken washroom and the SEs will have 46 seats with large servery and floor-level rear washroom.



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(60382/CS)



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SCANIA K112 UNICAR

First reg Feb 1988, 10 berth sleeper coach. Rear: lounge with seating and table, 2 TVs, CD, tape, radio, video and Sega mega drive. Front: seating for 4 with half tables, TV, video, radio and tape. Centre: kitchen with sink, microwave and large fridge. Also toilet, 240v Read-line, 2nd set of batteries, Webasto heating, combination centre door lock and side windows blacked, AIR CONDITIONING, full year MoT.

£53,000 plus VAT or converted back to a 49 seater for £43,000 plus VAT.

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(60361/CS)

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Eves. 01332 573779**

(60272/BE)

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1989 DAF SB 3000, Caetano Algarve Highliner 3.55m, 49/53 seats, centre sunken toilet, fridge, water boiler, ABS, MoT 12/96, **£60,000.** Tel. 01555 840249. (60362/DAF)

1988 DAF SB 2305 DHTD PLAXTON 3200

57 seats, power door, tv/video, decorative curtains, 6 speed splitter gearbox, excellent condition in and out, MoT til Nov '96

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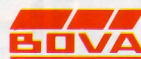
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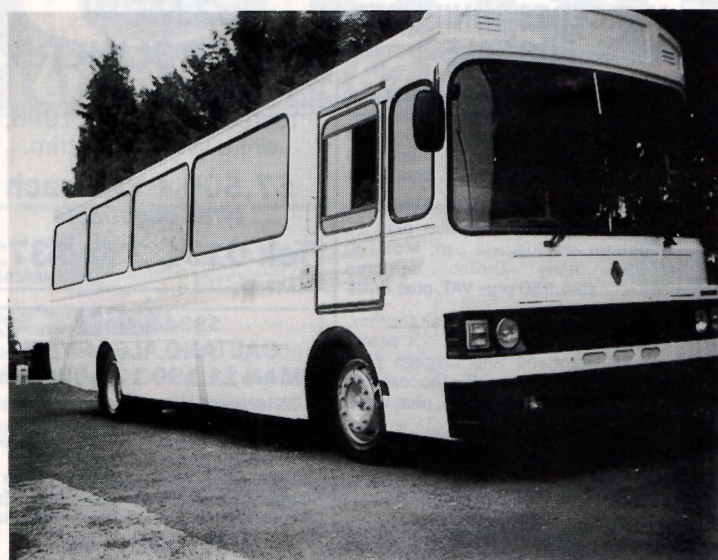
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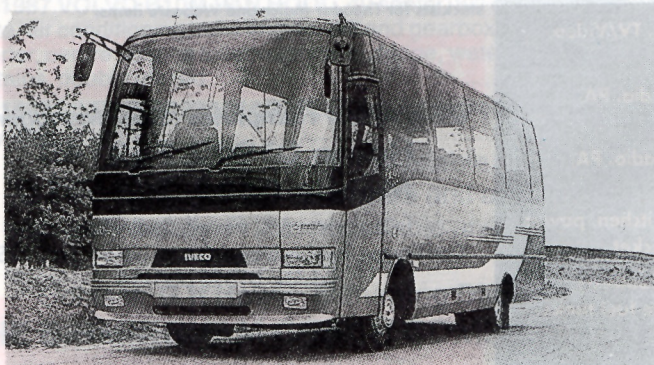
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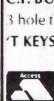
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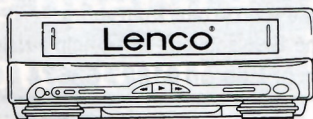
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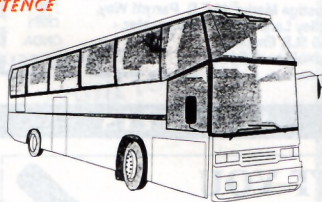
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Coach and Bus Week ending 9 December 1995

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A to Z DIRECTORY

**Telephone numbers
at a glance**

**Coach and Bus Week
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You know the name - but what's the number? Find it here in the Instant Phone Guide

A

AA First for Coach and Bus
Spares tel: 0121 515 3672

Abex Brake Linings, P&P
Sergeant tel: 0151 632 5903

Actionform Ltd. Engine Refurb
tel: 01902 714242
fax: 01902 22880

AD Coachsales, New & used
coaches tel: 01884 860767

AE Auto Parts Engine
components tel: 01274 723481

AK Carpets, Coach carpets and
trim tel: 01254 871879

Allison Transmissions
Mitchells tel: 01623 550550

Andy Powell Commercials for
Dennis and Bedford spares
tel: 01432 341085

Autoglass Coach & Bus Services
Freephone: 0800 222777

B

Belaco Ltd, Brake linings
tel: 01298 811236

Berkhof, Ave-Sales, Parts
& Services tel: 01344 861787

Beral Brake Linings
Roadlink International
Tel: 01902 636206

Birmingham Bus Centre Ltd,
New + used vehicles
Tel: 0121 415 5111

Brushwash, Vehicle Wash
Equipment tel: 01252 377855

Bryden Riveting Machines,
Roadlink Int' tel: 01902 636206

Busparts, for windscreens, body
and chassis parts
B/Ham: 0121-524-1200
Bristol: 0117-971 6071
London: 01932-569 177

C

Carlyle Parts, Windscreens &
Glass tel: 0121 555 5055
CCS 24hr Coach Mobile
B/Down Svc tel: 0181 5617838

Cheshire Coach and Bus
Coach&Bus Hire
tel: 01625 860888

**Coach Wash, Armchair
Brentford tel: 0181 568 8227**

Confederation of Passenger
Transport UK tel: 0171 831 7546

Cornish-NW, Insurance
tel: 0151 5461282

Countrywide Derv Ltd
Dover, Kent. tel: 01304 202934

C. Anthony Wood & Co
Accountants tel: 0181 866 8232

Cummins Engine Co Ltd,
N Harrison tel: 01325 460606

Coach and Commercials
Tel: 01226 752086
0831 294542

Central Bus and Coach
Distributors Ltd
Tel: 01531 640026

D

David Cocks M.I.R.T.E
Consultant Engineer
Tel: 01736 754333
Mob: 0836 358 582

DB. Associates Business
Consultants tel: 01799 540513

DB Commercial, Repairs &
Resprays tel: 01223 833121

Dennis Specialists Vehicles
tel: 01483 571271

Devon Conversions (CP) Ltd.
Mini & Midi's tel: 01392 211611

Diesel Masters-Iveco,
Engines tel: 01952 588895

Distinctive Systems
Computers tel: 01904 692269

Drivers seats, Thomas Scott & Co.
tel: 0141 763 2120

E

East Lancashire Coach
Builders 01254 57061
Engines, Preston Engines:
tel: 01772 651629

F

FCL, Foam & Air Filters
tel: 01604 671100

Fuel Management Equipment by
Triscan tel: 01254 682111

Foxlands Hotel
tel: 01803 328072

G

L Gardner & Sons Ltd
Bus Engines tel: 0161 789 2201

Gary Smith, Spares and recovery
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Gas Strut Engineering
tel: 01234 843979

Griptone-Battery Booster plugs
& screws tel: 0161 727 9011

H

Hindle Auto For Engine
S R Trans tel: 01274 732284

I

Insurance, Robin Huckle & Co
Ltd. tel: 0121 454 8878

J

J Sykes, PSV Sales &
Spares tel: 01226 725702

Jackair Testers & Lifts,
tel: 0117 9673333

K

Kernow Driving Serv.
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Kirkby Coach and Bus
Sheffield tel: 01909 551166

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Roadlink Int' tel: 01902 636206

L

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M

MAN Truck & Bus UK Ltd
Swindon tel: 01793 490231

Marshall Bus sales and service
tel: 01223 373065

Mercedes Benz
(United Kingdom) Ltd
tel: 01908 245000

N

NDY Coach Sales Ltd
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Nightbright P.C.V. Cleaning
Specialist tel: 01850 174029

Northern Counties Ltd
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O

Olympus Coachcraft-of
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P

Paul Gardner, Engineering Ltd
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Plaxton Parts & Service
Anston tel: 01909 551155
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R

Reg. Plates, Tayside Numbers:
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S

SBC Glazing, Windscreens
tel: 01737 763588

Scania GB Ltd Milton Keynes
MK15 tel: 01908 210210
Screen Savers, Glazing
tel: 01831 551166

Southcoast, Trimmings
tel: 01703 660676

Steamy Windows, J W
Glass tel: 01283 32418

Steering Box Repairs &
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T

Telma Retarder Ltd
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U

Uniforms Unlimited, Fax &
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V

Vehicle Wash Equipment
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W

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Appointments & Tenders

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The contract is likely to be for a period of five years commencing August 1996.

Whilst a number of key elements of the service require dedicated vehicles and qualified medical technicians, much of the service does not. Understandably, given the specialised requirements of the services, a number of potential providers are reluctant to assume overall responsibility for the contract but are quite willing to consider sub-contracting various elements of the service. The Trust is also interested in introducing innovative working practices, good communications and flexibility within the service and, therefore applications are invited from any interested parties who may wish to be considered for any parts of the services.

Should your organisation wish to be considered for inclusion as a short-listed tenderer, please submit written expressions of interest, to include copies of Annual Accounts and Profile of your organisation to Mr D Mustoe, Procurement Manager, The Ipswich Hospital NHS Trust, Heath Road, Ipswich, Suffolk, IP4 5PD, no later than 13th December. Alternatively, telephone for further discussion on (01473) 704464, (or fax 01473 704460).

A contract notice also appeared in the European Official Journal of the Communities on 15 November 1995. Firms which have already responded need not re-apply.



THE IPSWICH HOSPITAL
NHS TRUST

Stagecoach

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WESTERN SCOTTISH BUSES LIMITED

DEPOT MANAGER – DUMFRIES

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The depot employs 90 staff and has 55 vehicles.

A salary in the region of £15,000 plus relocation expenses is offered.

Application with full C.V. and photograph to:

Ian Mackintosh, Operations Director,
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to arrive no later than Friday 22nd December 1995

(60334/APP)

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or

Tel: Tracy or April on
01634 572000

(AGY)

(6002020/WAV)

COACH AND BUS WEEK

Classified Deadlines

Booking TUESDAY 1600

Bookings requiring Proofs MONDAY 1200

Cancellation MONDAY 1200

Coach and Bus Week ending 9 December 1995

Appointments & Tenders

Tel: 01733 467144

Fax: 01733 467154

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requires

DEDICATED AND SELF MOTIVATED INDIVIDUALS

For our busy 24 hour workshop facilities.

Must have 5 years minimum workshop experience.

Full product familiarisation will be implemented.

Good remuneration and conditions for the right applicants. Relocation could be provided for the right applicants.

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Coach and Bus Week

Wentworth House

Wentworth Street

Peterborough

PE1 1DS

(60315/APP)

LONDON BOROUGH OF REDBRIDGE

DIRECTORATE OF TECHNICAL SERVICES

SUPPLY OF TWO OR THREE MERCEDES BENZ/PLAXTON TALBOT COACHES

Interested parties for the tenders for the above, should apply for tender documents which detail the Council's requirements to the address below:

London Borough of Redbridge, 8th Floor (rear), Lynton House, 255/259 High Road, Ilford, Essex IG1 1NY. Please quote Ref No: 322.

All completed tender documents are to be returned no later than 4.00pm on Friday 29th December 1995.

If you require more information, please ring on 0181 478 3020 ext 3423.

(60325/TEN)



WESTERN ISLES ISLANDS COUNCIL
STAGE & EDUCATION (INCLUDING INTEGRATED)
BUS SERVICES

NOTICE OF TENDERS

Western Isles Islands Council is putting out to tender bus routes for the undernoted categories

| | Feeder | School/ Stage | School Contract | Taxibus/ Feeder | Taxibus | Experimental | Stage |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Ness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| West Side | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Uig & Berners | <input type="checkbox"/> | <input type="checkbox"/> | | | | <input type="checkbox"/> | <input type="checkbox"/> |
| Harris | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| South Lochs | | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| North Lochs | | | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> |
| Point & Back/ North Tolsta | | | <input type="checkbox"/> | | | | <input type="checkbox"/> |
| Stornoway | | | <input type="checkbox"/> | | | | <input type="checkbox"/> |
| North Uist | | | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> |
| Benbecula | | | <input type="checkbox"/> | | | <input type="checkbox"/> | <input type="checkbox"/> |
| South Uist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> |
| Barra | | | | | | <input type="checkbox"/> | <input type="checkbox"/> |

You may obtain tenders for the categories for which you have an interest by ticking the appropriate box(es) and returning the advertisement together with your name and address to the Director of Technical Services, Western Isles Islands Council, Sandwick Road, Stornoway, Isle of Lewis HS1 2BW. Faxed returns may be made on: 01851 706426.

NAME _____

ADDRESS _____

POSTCODE _____

THE CLOSING DATE FOR THE RECEIPT OF REQUESTS FOR TENDERS IS 4.00 PM ON FRIDAY 22 DECEMBER 1995.

(60332/TEN)

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NOTHING

CALL COACH AND BUS WEEK CLASSIFIED ON 01733 467147

Coach and Bus Week ending 9 December 1995

Say you saw it in **CBW**

In brief

■ A&R International founder **Derek Chapman**, having spent nearly 35 years in the transport industry, has been admitted to the Carman's Liv-
ery Company, which makes him a Freeman of the City of London and gives him the right to drive a flock of sheep across London Bridge. "I'm debating whether to do it," he said.

■ **GED Hoey** has been instated as chairman of The Institute of Road Transport Engineers' council. Mr Hoey has a lifetime's experience in the road transport industry.

■ **NEWQUAY** first has appointed **Fred Jackson** events director. His brief is to promote Newquay and boost numbers of visitors to the area.

Coach

Keeping family business going

Award-winning son

by Frank Forster

CHRIS Vasey, 20, whose coach operator father, Colin, died at the beginning of October, aged 48, has won Newcastle Business School's Avril Hardy Memorial Award.

The annual award goes to the student on the school's Higher National Diploma (Transport Management) course who achieves the best overall performance.

The two-year full-time course taken by Chris can be extended to include a year's work experience in the industry and can also be topped-up to

become a BA degree. Past students are now in management posts throughout the UK.

Since the death of his father, Chris's mother, Judith, has been managing the 12-vehicle operation, Coast and Country Coaches of Whitby, North Yorkshire, and Chris has now returned to assist her, having gained his PCV driving licence in July this year.

Judith said Chris, who has shares in the business, was driving but also learning every aspect of it. The business was started in 1947 by Chris's grandfather.



Chris Vasey with mother Judith and his award



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IT IS IMPORTANT TO ANSWER THE FOLLOWING QUESTIONS. THANK YOU FOR YOUR HELP.

YOUR COMPANY DETAILS

1. What is your primary job title?

(Tick one only)

| | |
|-----------------------------|----|
| Owner/Director | 01 |
| Senior/General Manager | 02 |
| Engineering/Service Manager | 03 |
| Other. (please specify) | 04 |

2. What is your company's main business function?

| | |
|----------------------|----|
| Bus Operator | 01 |
| Coach Operator | 05 |
| Coach & Bus Operator | 02 |

| | |
|------------------------|----|
| Local Government | 03 |
| Other (please specify) | 04 |

3. How many vehicles does your company own/operate?

(Tick all that apply)

| | Buses | Coaches |
|----------|-------|---------|
| 1-5 | 01 | 10 |
| 6-10 | 02 | 11 |
| 11-15 | 03 | 12 |
| 16-25 | 04 | 13 |
| 26-39 | 05 | 14 |
| 40-100 | 06 | 15 |
| 101-400 | 07 | 16 |
| 401-1000 | 08 | 17 |
| 1000 + | 09 | 18 |

4. Do you have responsibility for the recommendation/purchase and/or specification of the following?

(Tick all that apply)

| | Pur | Spec | Rec |
|--------------------------|-----|------|-----|
| Vehicles | 01 | 12 | 23 |
| Parts/Spares | 02 | 13 | 24 |
| Oil/Fuel | 03 | 14 | 25 |
| Breakdown | 04 | 15 | 26 |
| Insurance/Finance | 05 | 16 | 27 |
| Fuel Cards | 06 | 17 | 28 |
| Training | 07 | 18 | 29 |
| Venue/Attraction Tickets | 08 | 19 | 30 |
| Ferry Crossing | 09 | 20 | 31 |
| Hotel Bookings | 10 | 21 | 32 |
| Theatre Tickets | 11 | 22 | 33 |
| Other. (please specify) | | | 34 |

5. What type of work does your company undertake?

(Tick all that apply)

| | |
|------------------------------|----|
| Private Hire | 01 |
| Day Excursions | 02 |
| British Tours | 03 |
| European Tours | 04 |
| Local Government Contracts | 05 |
| Emergency/Breakdown Services | 06 |

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New Horizons

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